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INTRODUCTION

WELCOME TO ST MARY OF ETON

In 1880 Eton College established a mission to carry out charitable work in Hackney Wick. The result was the new church and parish of St. Mary of Eton, which became the heart of a diverse and local community.

Now, over a hundred years later, the parish has evolved into a highly desirable cultural hub with the church still at its centre. The Mission has taken on a new shape in the form of a sensitively developed scheme of 26 luxury new-build and lift-style apartments located around St Mary's Church on Eastway.

The Mission, Hackney Wick is a unique opportunity to own a home in one of London's most exciting and distinctive areas- drawing inspiration both from the energy of London's past and the prosperity of the future.

Like many of East London's most fashionable pockets, the area's industrial history has sculpted the landscape of the Wick, creating a community centred around converted warehouses, modern developments and narrow boats.

Many residents live and work in the area and in turn take pride in creating a home that embraces individuality, creativity and change- without compromising its history.

Former warehouses are now opening up as galleries, bars, restaurants, coffee shops and exhibition spaces. The Truman Brewery, established in East London, has just reopened its doors after two decades of closure making Hackney Wick its new home.

Formans Smokehouse is both exhibition space and restaurant. By taking existing industries and evolving them for current day demands, it is an area that chooses to adapt rather than close, meaning it thrives both day and night.

The area is criss-crossed by hidden waterways, canals and surrounded by green space. Victoria Park to the west, Hackney Marsh to the north and the Queen Elizabeth Park to the east. The canal network acts as a pedestrian highway to the rest of London and further out the Lee Valley Park.

WHY YOU NEED THIS MANUAL

The manual and associated documents have been designed to provide new home owners with comprehensive guidance relating to the ownership and maintenance of their home. All aspects of apartments and the estate have been covered. Residents should ensure they consult the manual prior to making contact with the developer or managing agent in order to avoid unnecessary call out charges.

It is recommended that new residents should:

- Refer to the manual and terms of the lease prior to making any changes within the property.
- Maintain all aspects of the property in accordance with the manufacturers' instructions and guidance provided by the developer.
- Complete and register all manufacturers' warranties in accordance with their instructions.
- Keep all documentation e.g. manuals, warranties and guarantees etc.
- Keep copies of all financial and other records e.g. service charges, maintenance records and receipts.
- Keep the manual readily available within the property for the benefit and safety of any visitors, tenants or subsequent owners.

NOTE:

Content of manual

This manual is for guidance only- it is not a legal document.

The contents should not be taken as contractually binding, as the information may be subject to change without prior notice.

Buy to let purchasers

We would recommend that those purchasers intending to rent their apartments to tenants, to save the online PDF file containing the manual and keep it safe, in the event that they require to print it for themselves or future tenants.

CHAPTER 1

USEFUL INFORMATION & CONTACT

1. USEFUL INFORMATION AND CONTACTS

1.1. BUILDING WARRANTY

During the first year from the date of legal completion of your property, generally speaking Thornsett Living Ltd (also referred to as Thornsett) will rectify problems in accordance with the terms of the Premier Guarantee New Homes Warranty. For further guidance, see copies of the Premier Guarantee documents that were issued to your solicitor at the time of exchange of contracts and on legal completion.

WHO TO CONTACT

Premier Guarantee
2 Shore Lines
Shore Road
Birkenhead
Wirral, CH41 1AU
☏ 08444 120 888
🖷 08444 120 333
✉ info@premierguarantee.co.uk
www.premierguarantee.co.uk

WHAT THE HOME OWNER IS REQUIRED TO DO

Should any problems arise with the construction of the property during the first 12 months of occupancy, please inform Thornsett **in writing** before the end of the initial warranty period. It is essential that any problems are reported as soon as possible. Please see chapter 1.2 for further details.

WHAT THORNSETT LIVING LTD WILL DO

If responsibility for remedying a problem lies with Thornsett and/or their building contractor they will arrange to resolve the issue.

For appliances within the property that are provided with a manufacturer's warranty, contact should be made directly with the manufacturer or supplier.

COMPLAINTS & DISPUTES

If your complaint has not been dealt with to your satisfaction, you may contact Premier Guarantee who will deal with the complaint under the terms of your Home Warranty policy. Where the dispute falls outside Premier Guarantee's own disputes resolution scheme, you will be offered the opportunity to refer the complaint to the independent Disputes Resolution Scheme provider. You must bring the claim within three months of Thornsett's final response to the original complaint or within three months after the original complaint, whichever is later.

The *Consumer Code for Homebuilders Adjudication Scheme* is provided independently by IDRS Ltd, for resolving disputes between homebuilders and homebuyers who are covered by the code. For further information contact Consumer Code

Consumer Code:
IDRS Limited
24 Angel Gate
City Road
London, EC1V 2PT
☏ 020 7520 3800

1.2. CUSTOMER SERVICE

DEFECTS LIABILITY PERIOD

Thornsett Living Ltd, in conjunction with its Main Contractor (P.J Hegarty) who built the development, will provide a 12 months defect liability period. During this period we will instruct our contractor to deal with defects reported to us.

WHAT IS A DEFECT

A defect is a building flaw or a design mistake that reduces the value of the home, and/or causes a dangerous condition. Some defects are obvious (water leakage) but many are less obvious. Common defects are water leakages, faulty electrics or heating system.

12 MONTHS DEFECTS LIABILITY INSPECTION

A defect liability inspection will be carried out after 12 months of occupation to ascertain whether any defects have appeared which are due to faults attributable to materials, workmanship, design method of construction, frost and will be made good by the Contractor.

The defects liability inspection will be conducted towards the end of your first twelve (12) months of ownership by a representative of Thornsett and the Contractor. The inspection will ensure that there is no defect which may not have been apparent to you and that could have an impact on the fabric of the building. You will be notified in good time to advise you that these inspections are due to commence.

HOW TO REPORT A DEFECT

Any problems or issues which affect your property should be reported to Thornsett by email as soon as reasonably possible. If a repair arises out of misuse of, or damage to, the property, the cost of the repair will be borne by the Owner. Reasonable access will be required to your property to carry out any necessary repairs. Contact details are as follows:

Jenny Forssell
Thornsett Living Ltd
34 Margery Street
London
WC1X 0JJ
✉ jenny.forssell@thornsettgroup.co.uk

OWNER'S NOTICE OF DEFECTS

When notified we will contact the Contractor who will endeavour to respond to the Owner's notice of defects within twenty four (24) hours for emergency defects, five (5) working days for urgent defects and twenty (20) working days for routine defects.

Please note that the Contractor, their employees and their sub-contractors should at all-time carry clearly displayed identification when attending to defects.

ABORTIVE CALL-OUTS

Having made an appointment with the Owner to rectify a reported defect, should the Contractor attend site to rectify such defect and such defect subsequently proves not to be a defect under the terms listed below then the Contractor shall inform the Owner immediately stating the time, date and reason for the abortive call-outs charge.

UNABLE TO GAIN ACCESS

In the event that the Contractor is unable to gain access to your property (through no fault of the Contractor) the Contractor shall make a second appointment with you to make further access arrangements to carry out the required works.

If having tried twice to gain access, the Contractor has been unable to gain access to your property then the Contractor shall be deemed to have fulfilled its obligations in respect of the defect.

DEFECT DEFINED

Defects that are reported to Thornsett fall into four categories:

Category 1 – to be remedied within 24 hours of notification

Category 2- to be remedied within 5 Working Days of notification

Category 3- to be remedied within 20 Working Days of notification

Category 4- the repair can be left until the end of the Defects Liability Period (after 12 months of occupation)

Category 1 defects comprise the following:-

- Total loss of electrical power in respect of your home
- Unsafe power lighting sockets electrical fittings and installations heating or cooking appliances
- Substantial/total loss of water
- Loss of gas supply (whether total or partial)
- Blocked flues
- Loss of space heating (September to March only) or water heating (in each case whether total or partial)
- Blocked or leaking foul drain soil stack or toilet pan
- Toilet not flushing
- Mains water gas or electricity supplies cannot be turned off at the relevant tap stop-cock or switch
- Burst heating pipe tank or cistern
- Leaking roof
- External window door or locks not secure

Category 2 defects comprise the following (insofar as not within Category 1):-

- Faulty heating system
- Electrical faults
- Dangerous structures or installations
- Faulty external doors/ironmongery

Category 3 defects comprise the following (insofar as not within Category 2):-

- Easing of doors and windows
- Faulty fitted units
- Faulty internal doors/ironmongery

FINAL INSPECTION & SIGN OFF

Upon the Contractor making good the defects and notifying you as the Owner of such fact, the Owner shall (subject to the defects having been made good to the Owner's reasonable satisfaction) sign off the defects inspection sheet without delay.

On rectifying a defect for an Owner the Contractor shall confirm in writing to the Owner that the relevant work has been carried out and where reasonably possible obtain written confirmation (or a signature) from the Owner confirming that the work has been completed to their satisfaction.

WHAT IS NOT COVERED IN THE DEFECT LIABILITY

General wear and tear of the apartments is not covered in the defect liability period and light bulbs should be changed by the Owner and are not classed as a defect in relation to the 12 month defect liability period. If a defect concerns a home appliance, you will need to contact the relevant manufacturer to arrange for an engineer to attend at a time that suits you. We strongly advise that you complete and return any warranty documents to the manufacturer/supplier to ensure that your guarantee is validated for appliances. You can do this online or complete the warranty cards which are included in the appliance pack.

FAILURE TO RETURN ANY WARRANTY DOCUMENTS COULD INVALIDATE YOUR WARRANTY.

1.3. COMMUNAL AREA EMERGENCIES & REPAIRS

The Managing Agent, Symon Smith is responsible for matters relating to the building's communal areas, for example:

- Building & Entry Systems
- Communal Insurance
- Lighting
- Roof Leaks or Flooding
- Access to the development
- Maintenance of communal equipment
- Communal cleaning

WHO TO CONTACT

Symon Smith & Partners
277/281 Oxford Street
London
W1C 2DL
☏ 020 7495 7020
www.symonsmith.co.uk
✉ Alan@symonsmith.com
✉ Info@symonsmith.com

1.4. POSTAL ADDRESS & DELIVERIES

The apartments have the following postal addresses.

Vergers Apartments
95 Eastway
Hackney
London
E9 5HQ

Mission Apartments
95 Eastway
Hackney
London
E9 5GZ

Aumbrey Apartments
95 Eastway
Hackney
London
E9 5HE

St Mary's House
95 Eastway
Hackney
London
E9 5JA

POSTAL DELIVERIES & POST BOXES

Aumbrey

Post boxes are located at the front entrance door on Eastway

Vergers

Post boxes are located in the entrance lobby

Mission Hall

Apts 8 & 9 – Post boxes located in entrance lobby

All other apartments in Mission Hall have letter boxes in their front doors

1.5. USEFUL CONTACTS

DEVELOPER

Thornsett Living Limited
34 Margery Street
London
WC1X 0JJ
☎ 020 7843 9500
🖷 020 7843 9501
✉ cs@thornsettgroup.co.uk
www.thornsettgroup.com

MANAGING AGENTS

Symon Smith & Partners
277/281 Oxford Street
London
W1C 2DL
☎ 020 7495 7020
www.symonsmith.co.uk
✉ Alan@symonsmith.com
✉ Info@Symonsmith.com

LOCAL AUTHORITY

Hackney Council
Hackney Service Centre
1 Hillman Street
London
E8 1DY
☎ 020 8356 3000
www.hackney.gov.uk

Council Tax
☎ 020 8356 3154
www.hackney.gov.uk/counciltax
✉ counciltax@hackney.gov.uk

UTILITIES & SERVICES

ELECTRIC

British Gas
PO Box 227
ROTHERHAM
S98 1PD
☎0800 294 9650
customerservice@britishgas.co.uk

WATER

Thames Water
PO Box 286
Swindon
SN38 2RA
☎ 0845 9200 888
www.thameswater.co.uk

GAS

British Gas
PO Box 227
ROTHERHAM
S98 1PD
☎0800 294 9650
customerservice@britishgas.co.uk

BRITISH TELECOM

☎ 0800 800 150
www.bt.com

TV LICENSING

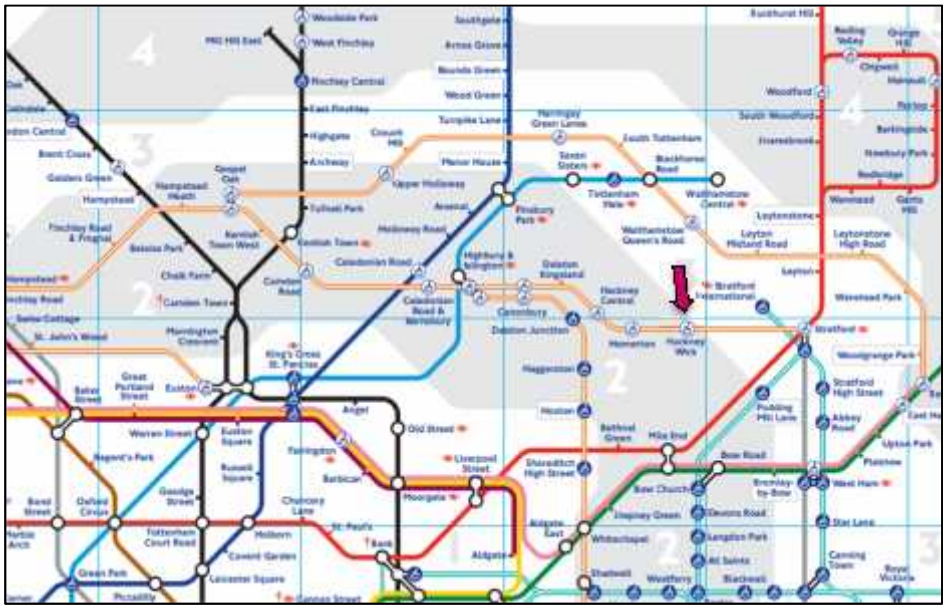
www.tvlicensing.co.uk

SKY TV

☎ 08442 411 665
www.sky.com

1.6. GETTING AROUND

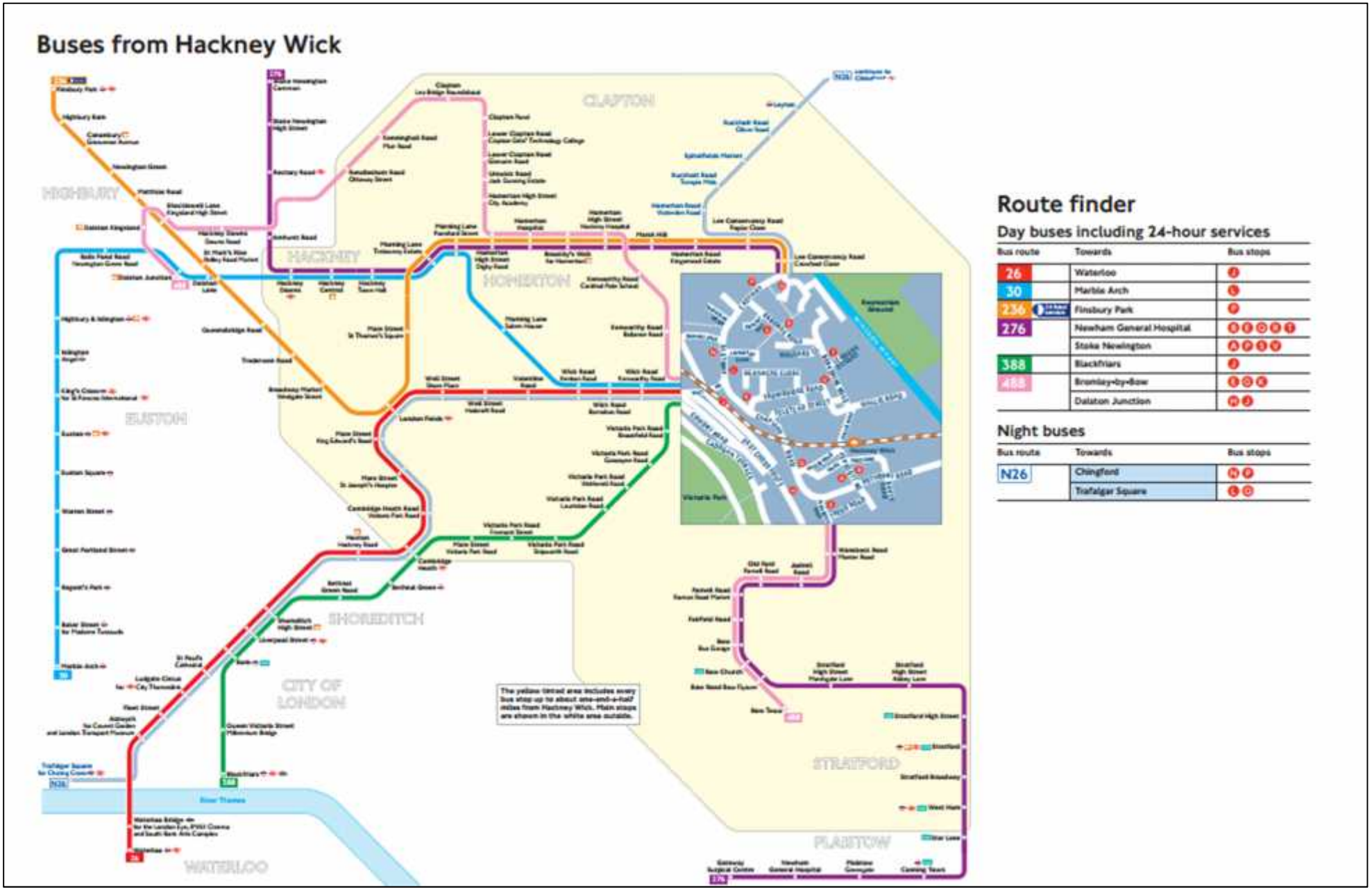
The closest station to the development is Hackney Wick station on the London Overground. The station has easy access to Stratford. The Highbury and Islington Overgound connects with the London Underground at nearby Highbury and Islington.



At the time of printing, Oyster is the cheapest way to pay for single journeys on bus, tube, tram, DLR and London Overground services. It can store up to £90 of credit which can be used for 'pay as you go' travel. You can also load your 7 day, monthly and annual travel card onto your Oyster card.

The Oyster card is reusable. You can manage your card online.

www.tfl.gov.uk/oyster


Buses from Hackney Wick
CLAPTON
HACKNEY
HOMERTON
HIGHBURY
EUSTON
SHOREDITCH
CITY OF LONDON
WATERLOO
STRATFORD
PLAISTOW
The yellow tinted area includes every bus stop up to about one-and-a-half miles from Hackney Wick. Main stops are shown in the white area outside.
Route finder
Day buses including 24-hour services
Bus route
Towards
Bus stops
26
Waterloo
30
Marble Arch
236
Finsbury Park
276
Newham General Hospital
Stoke Newington
388
Blackfriars
488
Bromley-by-Bow
Dalston Junction
Night buses
Bus route
Towards
Bus stops
N26
Chingford
Trafalgar Square

Barclays Cycle Hire

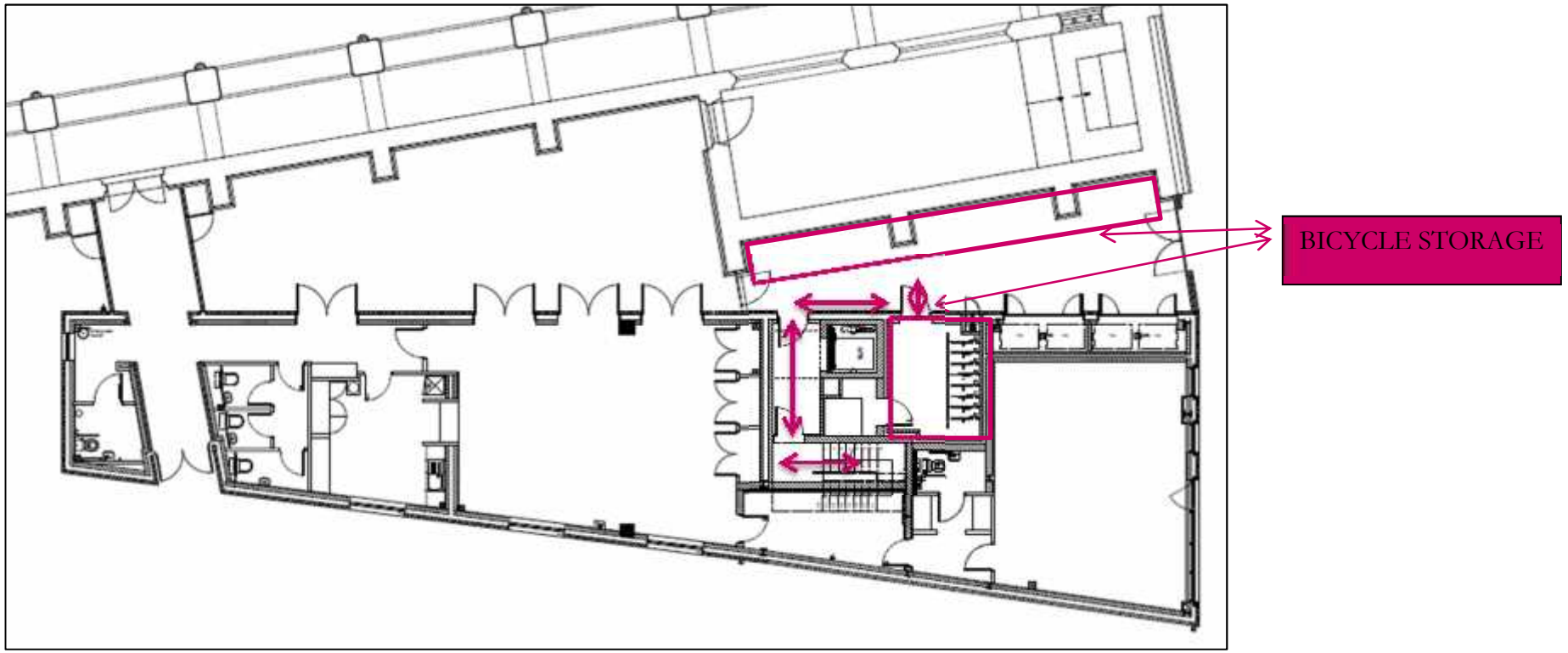
The nearest Barclays Cycle Hire docking station is located near the Cadogan Close, Victoria Park and Wendon Street, Old Ford. . Take a cycle, ride it where you like, then return it, ready for the next person.

Available 24 hours a day, all year round. It's self-service and there's no booking. Just turn up and go. Costs are the same whether you're a Member or not, though Members can buy the most cost-effective (annual) access. You pay for the right to hire a cycle (access fee) and for the amount of time you've got it (usage charge).

For more information visit - www.tfl.gov.uk/roadusers/cycling/14808.aspx

1.7. BICYLE STORAGE

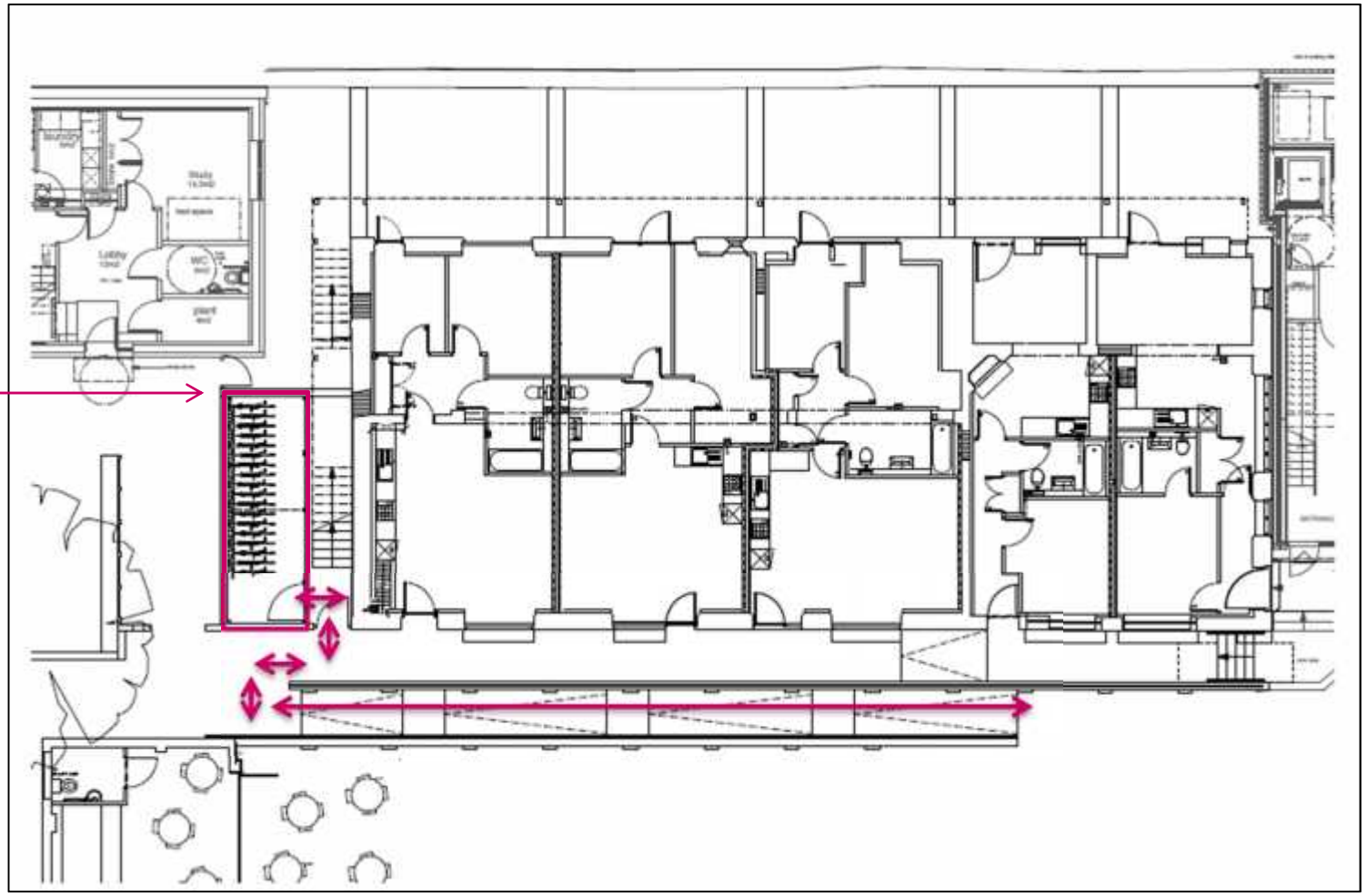
Aumbrey



The plan above shows the location of the bicycle storage on the ground floor of the Aumbrey/Wedge Building. In order to access this storage, you need to come down the stairs, turn right after the lifts and it is the first corridor on your right hand side. There are also 5 cycle storages located on the right hand side when you enter the main entrance of Aumbrey.

The Mission Hall

BICYCLE STORAGE



The plan above shows the location of the bicycle storage on the ground floor of the mission hall building. In order to access this storage, you need go upstairs the ramp besides the café, turn right, right again then left into the staircase corridor and it is the first corridor on your left hand side.

1.8. IMPORTANT INFORMATION

BANKING	
London Community Credit Union 473 Bethnal Green Road London E2 9QH 020 7729 9218	**HSBC Bank Plc** 15-16 The Mall London E15 1XL 0845 740 4404
Santander 39 Broadway London E15 4QN 0845 765 4321	**Natwest Bank** 20 Amhurst Road London E8 1JW 0845 301 9164
Nationwide 565 Roman Road London E2 5EH 0845 266 0635	
VARIOUS	
Post Office 26-28 The Broadway London E15 4QS 0845 722 3344	
METROPOLITAN POLICE Working together for a safer London	
Stratford Police Station 18 West Ham Lane Stratford E15 4SG	**REMEMBER IN THE CASE OF AN EMERGENCY CALL 999** **NON EMERGENCY CALL 112**
Bow Police Station 111-117 Bow Road London E2 2AN	
NHS	
Wick Health Centre 200 Wick Road London E9 5AN 020 8986 6341	**Homerton University Hospital** Homerton Row London E9 6SR 020 8510 5555
Transport for London www.tfl.gov.uk 0843 222 1234	BARCLAY'S www.tfl.gov.uk/roadusers/cycling/14808.aspx 0845 026 3630

CHAPTER 2

LOOKING AFTER YOUR HOME

2. LOOKING AFTER YOUR HOME

2.1. CARE & MAINTENANCE GUIDANCE

GUIDANCE

Residents should contact the Managing Agent for guidance, in the event that they have queries concerning repair or maintenance issues.

The apartment conforms to current Building Regulations, intended to ensure residents benefit from prescribed construction standards, including essential health and safety features.

To protect the integrity of the property, appliances, systems and services, residents should:

- Observe the guidance provided in this manual and the various manufacturers' appliance manuals- separately provided
- Not undertake structural or electrical alteration to an apartment without the prior written approval of the management company to conform with:
    - The covenants contained in the lease, see Chapter 6.

The latest regulations relating to procedures for carrying out electrical works, see Chapter 2.5

2.2. RUNNING IN

Running in a new home requires attention to detail and awareness of heat and ventilation control, to allow the expansion and contraction of natural materials to take place.

The following details and guidance are provided for the successful 'running in' of your new home.

CONDENSATION–WHAT IS IT?

There is always some moisture in the air, even if you cannot see it. If the air gets too cold it cannot hold all the moisture and tiny drops of water appear. This is called condensation. You notice condensation on a cold day when you breathe out warm, moisture-laden air, or when the mirror mists over when you have a bath.

Condensation occurs in cold weather, whether it is raining or dry. It appears on cold surfaces and in places where there is little air movement. You should look for it in corners, near windows and in or behind wardrobes and cupboards. Condensation often forms on north facing walls which are not warmed by the sun.

If you do not take steps to reduce condensation it can lead to some of the common problems associated with damp, such as mould on walls and furniture. Damp housing encourages the growth of mould and mites and can increase the risk of respiratory illness.

REDUCING CONDENSATION

The following information has been included to give advice regarding the control of condensation.

- Never use portable gas or paraffin heaters - one litre of burnt paraffin produces approximately one litre of water vapour
- Where ever possible cook with lids on saucepans
- Make sure all your extract fans are operating correctly
- In very cold weather keep the heating on all the time (intermittent heating causes condensation to form on surfaces as they cool)
- In cold weather if you are out all day keep the heating on at a low setting
- If using a tumble dryer ensure it is vented outside unless it is a condensing dryer
- Home Owners should avoid covering radiators with clothes so that the system operates as efficiently as possible.

If condensation does occur then the following procedures should be followed:

- Heat the room
- Open a window
- Open the room door

Remember that it is cheaper to reduce the production of water vapour than it is to compensate for it by turning up the heating.

NEED FOR VENTILATION & TEMPERATURE CONTROL

The presence of water in construction materials means that it is essential to allow the property to dry out as naturally as possible. Natural materials used in the construction of your new home will expand and contract due to the changes in temperature and moisture content of the air.

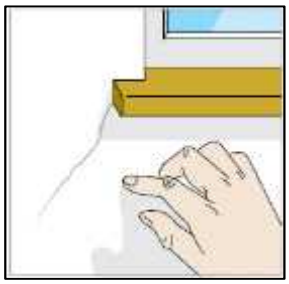
Make every effort to keep an 'even' temperature. The recommended room setting is 20°C (68 °F), which should provide adequate heating. Extremes of cold and heat can lead to movement and cracking of finishes.

Adequate ventilation is important for allowing the drying process to take place. The primary ventilation method is the windows which have manually operated trickle vents located at the top. The bathrooms and kitchen area have a secondary measure in the form of a mechanically operated fan.

To aid ventilation, it is recommended that windows are opened to allow a through-flow of air to all rooms as and when the weather allows.

MOVEMENT & SHRINKAGE

As the drying out process occurs, the building materials will shrink, which may cause small cracks to appear. Some cracks may re-occur to a reduced extent. Such minor cracks are inevitable but are not classified as defects and Thornsett is not obliged to rectify them. Trade emulsion which is a breathable product, has been used to allow walls and ceilings to initially dry out before redecoration.



The drying out period should take approximately three to six months. Minor shrinkage cracks should be left for this period and then filled with a DIY product such as pollyfilla or a flexible decorator's caulk.

DAMAGE TO DECORATIONS

Thornsett cannot be held responsible for damage to additional decorations, which have been applied too soon.

If carrying out any works in your home we recommend considering the use of low VOC (Volatile Organic Compound) products and the use of certified timber. Using low VOC products will mean a cleaner healthier environment for you and your family.

SUMMARY

WHAT IS THE OPTIMUM TEMPERATURE SETTING?

The recommended room setting is 20°C (68 °F).

IS IT NORMAL TO SEE CRACKS IN WALLS?

Yes. It is perfectly normal to see small cracks as the building materials shrink in the normal course of drying out.

ARE THESE STRUCTURAL DEFECTS?

These small cracks are not structural defects and can be filled and covered in the normal course of redecoration.

WHEN CAN I START REDECORATING?

After one year.

WHO DO I CONTACT IF I HAVE DOUBTS OR QUERIES CONCERNING REPAIR OR MAINTENANCE ISSUES?

Residents should contact the Managing Agent for guidance.

The apartment conforms to current Building Regulations, intended to ensure residents benefit from prescribed construction standards, including essential health and safety features. To protect the integrity of the property, appliances, systems and services, residents should observe the guidance provided in this manual and the various manufacturers appliance manuals – separately provided.

2.3. MAINTENANCE

SERVICE AND MAINTENANCE CHECKLIST

The list below suggests items which should be considered for regular servicing, maintenance or testing in accordance with the manufacturers' or installers recommendations.

Floor Covering	Clean all surfaces
Windows & Balcony Doors	Clean frames, glazing and lubricate hinges and mechanical parts
Apartment Doors	Lubricate hinges, locks and service door closures
Cooker Extractor Fan	Clean and/or replace filter
Annual Gas Safety Check	Gas Boiler and future gas supply

Note

Scope of Checklist

This list is not exhaustive and should not be considered to be, or relied upon as the only list of tasks to be arranged.

Service, Maintenance or testing frequency

Refer to manufacturer's literature where available for specific guidance on the frequency of cleaning, servicing, maintenance and testing. But generally speaking all windows, doors, worktops, kitchens and bathrooms are to be washed with a non-abrasive damp cloth and warm water.

2.4. PROLONGED ABSENCES

WHO SHOULD I ADVISE OF ANY PROLONGED PERIODS OF ABSENCE?

Advice dates of absence and contact details to the managing agent in case of an emergency.

WHAT TO DO - WHAT NOT TO DO - WHAT TO LEAVE ALONE

When leaving the property for extended periods e.g. exceeding two weeks, it is recommended that the following matters should be considered for health and safety and practical reasons:

SUPPLY TYPE	LEAVE ON OR OFF	WHY?	LOCATION OF SUPPLY
Electricity	ON	To maintain: ▪ Kitchen appliances i.e. refrigerator ▪ Room heating at a minimum temperature ▪ Smoke and heat detector units	Consumer Unit
Water	Can be turned off	To minimise build-up of mineral deposits and bacteria in stagnant water.	The isolator valve is located in the hallway cupboard and is labelled.

SCOPE OF ACTIVITIES

The list is not exhaustive and should not be considered to be, or relied upon, as the only list of tasks or events to be arranged.

2.5. ELECTRICAL SAFTEY

SAFETY IN THE HOUSE

Prior to contemplating or undertaking any changes to the electrical installations within the apartment, you need to be aware that for your health and safety there are restriction upon what you may and may not do as prescribed by:

- Covenants contained in the lease, see chapter 6.
- Government legislation.

Consequently, you are recommended to consult the Managing Agent for further guidance prior to undertaking any changes or alterations to the apartment electrical installation.

GOVERNMENT LEGISLATION

New building regulations aimed at curbing the number of deaths, injuries and house fires caused by faulty electrical installation, came into force on 1st January 2005.

The new rules affect anyone considering electrical work in the home including DIY enthusiasts. Failure to comply could lead to householders being required to bring the work up to standards and may make it difficult to sell their homes.

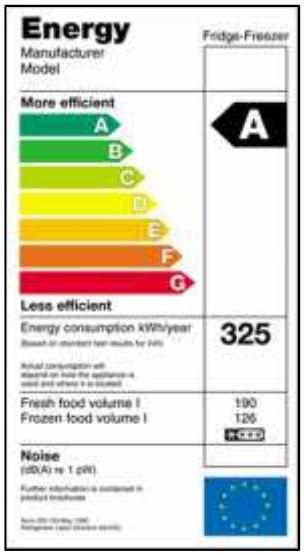
Minor jobs like replacing sockets and light switches in low risk areas will not be affected. However, anyone thinking of carrying out jobs including electrical work in the kitchen, bathrooms or outdoors or adding new circuits to any part of their house will have to get Building Control involved. The alternative is to get the work carried out by a suitably qualified electrician.

The key question for householders is who will be carrying out the work. If it is themselves, a friend or relative then they will have to notify the local authority building control department unless only minor work is involved. An alternative is to empty someone who is registered with a 'competent person scheme'.

The office of the Deputy Prime Minister leaflet 'New rules for electrical safety in the home' explains the options and how to identify a 'competent person' in your area in a clear and easy to read style. You can review it on-line at the ODPM website and hard copies will be available from local authorities and competent person scheme operators. An alternative is to employ someone who is registered with a competent person scheme.

www.odpm.gov.uk

2.6. ENERGY EFFICIENCY



Example of an appliance energy label

EU Directive 92/75/EC [1] established an energy consumption labelling scheme. The directive was implemented by several other directives thus most white goods, light bulb packaging and cars must have an EU Energy Label clearly displayed when offered for sale or rent. The energy efficiency of the appliance is rated in terms of a set of energy efficiency classes from A to G on the label, A being the most energy efficient, G the least efficient. The labels also give other useful information to the customer as they choose between various models.

When buying a new appliance, it is recommended that you find out the energy efficiency of the model you want to buy. Please refer to the 'EU labelling scheme. We recommend purchasing A rated equipment. Energy saving appliances use less energy, less water, and therefore save you money as well as being better for the environment.

LABELLING

The energy labels are separated into at least four categories:

- The appliance's details: according to each appliance, specific details, of the model and its materials
- Energy class: a colour code associated to a letter (from A to G) that gives an idea of the appliance's electrical consumption
- Consumption, efficiency, capacity, etc. This section gives information according to appliance type
- Noise: the noise emitted by the appliance is described in decibel

RENEWABLE ENERGY

The heating and hot water system in the flat is designed to be fuelled from the central plant room. The central plant room is fired by three Low NOx, condensing high efficiency gas boilers.

SUSTAINABILITY

One key aspect of sustainability is embracing renewable energy and the development benefits from photovoltaic panels on the Verger and Aumbrey/Wedge roofs. To be sustainable apartments must also be energy efficient and therefore minimise their impact on the environment. The apartment is built to a high standard of insulation and is pressure tested to minimise air leaking into the apartment. Lighting to public areas is controlled by movement sensors. The materials used in constructing the development were carefully selected from the Green Guide to minimise the impact on the environment. These enhance the biodiversity of ecological life in and around the development. The installation of the green roof also provides a Sustainable Drainage System. In times of heavy rainfall the green roof will absorb a large proportion of the rainfall and delay flow entering the public system at a time when the public system is at maximum capacity.

WATER

- Turn off taps while cleaning your teeth, shaving or washing your face. You can waste up to 9 litres a minute by just letting the water pour down the sink.
- Take a short shower rather than a bath could save you up to 400 litres a week. If you do have baths, just half fill them.

- Fix any dripping tap, you can waste 90 litres a week which will cost a lot more than what might just be the price of a new washer.
- Do not overfill the kettle when making a cup of tea. Only fill and boil what you need, this will save you money on your energy costs too.
- Only use the washing machine and the dishwasher when you can put on a full load. It wastes both water and energy to run only a half full machine.
- Think before throwing used water down the drain, e.g. water in a pan after cooking, this could be reused for watering plants around the house when cooled down

2.7. ENERGY SAVING

TIPS ON SAVING ENEGRY

	Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10% and can typically save up to £40 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.
	Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.
	Always turn off the lights when you leave a room.
	Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.
	If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.
	Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).
	A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!.
	Use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs, and using one can save you around £45 over the lifetime of the bulb. This saving could be around £70 over its lifetime if you're replacing a high wattage incandescent bulb, or one used for more than a few hours a day.
	Do a home energy check. Just answer some simple questions about your home and Energy Saving Technology (EST) will give you a free, impartial report telling you how you can save up to £250 a year on your household energy bills.

CHAPTER 3

APARTMENT

FIXTURES & FITTINGS

3 APARTMENT FIXTURES & FITTING

3.1. LIGHTING & BULB MAINTENANCE

Generally, spotlights with transformers are fitted in the kitchen, bathroom, en-suite bathroom, living room and bedrooms.

FITTING	DESCRIPTION	LOCATION	MAINTENANCE
	240V PAR20 ALUMINIUM FIXED 11W LOW ENERGY DOWNLIGHT WHITE COLOUR REF: AU- DLM841W	ALL ROOMS	Please note: you cannot replace the bulbs and will need to replace the whole unit.
	240V PAR20 ALUMINIUM IP65 11W LOW ENERGY DOWNLIGHT WHITE COLOUR REF: AU-DLM843W	BATHROOMS	Please note: you cannot replace the bulbs and will need to replace the whole unit.
	BULBS 240V PAR20 11W COMPACT FLUORESCENT LAMP REF:AU-GUF4011	BATHROOM/EN-SUITE CABINET	

LIGHTING TO MISSION HALL PARTMENTS

FITTING	DESCRIPTION	LOCATION	MAINTENANCE
	PENDANT LIGHT WITH 20 WATT SPIRAL ENERGY SAVING LAMP WITH BC FITTING	BEDROOMS AND LOFT CEILINGS	**N/A**

	WALL UPLIGHTERS TO LIVING ROOMS WITH DOUBLE HEIGHT CEILINGS – LUMINAIRE TYPE 0000-001849.221E (GARRABRIDGE LIGHTING & CONTROLS)	LIVING ROOMS	**N/A**

Example of pendant light bulb

3.1 WINDOWS AND GLAZING - Vergers and Aumbrey

1

2

3

4

5

6

Your home is fitted with tilt turn windows. Turn the handle upright for secure ventilation, while a half-turn will allow the window to swing inward on side hinges so you can easily clean the outside surface. Tilt turn windows are made from strong, durable UPVC, simply wipe the frames clean with a damp cloth.

Picture 1: shows the window fully open, turn the handle to a half turn point.

Picture 2: shows the window lock key needs to be inserted into the lock at the bottom in order to allow the window to fully open.

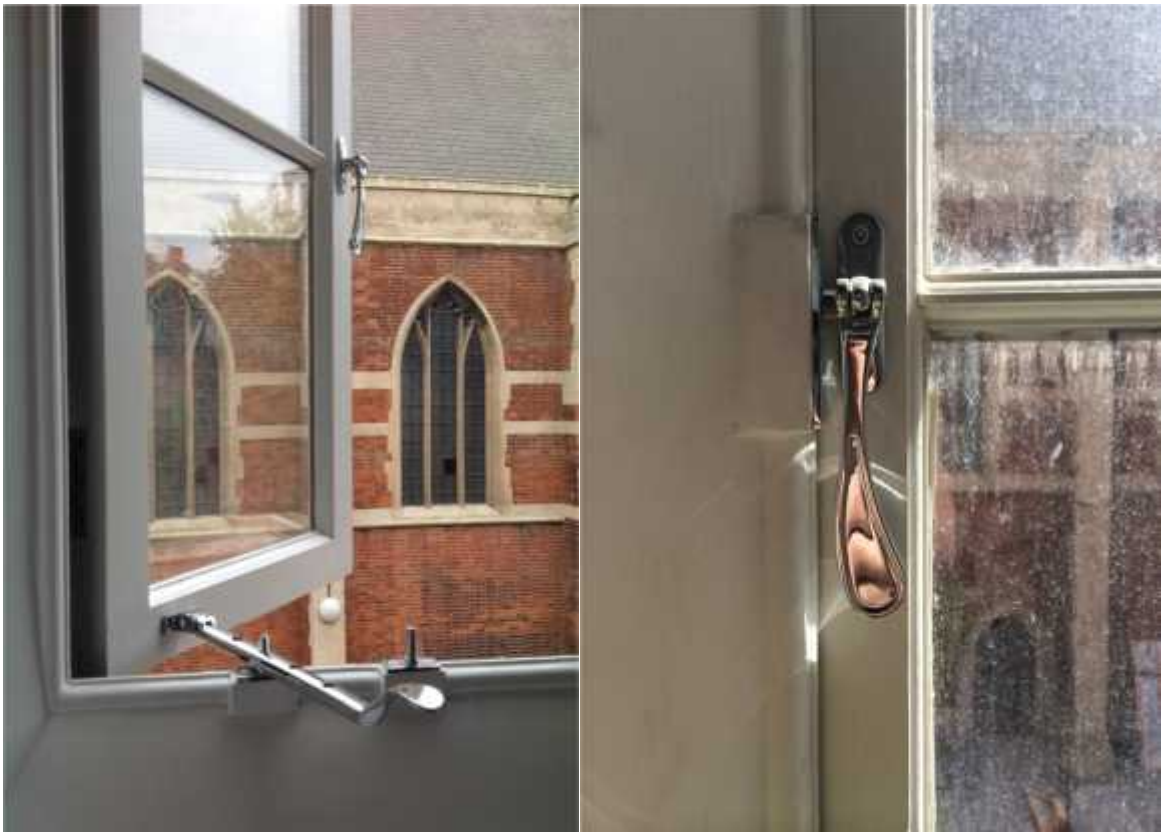
Picture 3: shows the window handle pointing in the horizontal position which enables the window to be fully opened on the side hinges to enable cleaning of the outside of the window. You must continue to hold the handle in this position whilst opening the window.

Picture 4: shows the window handle pointing downwards in a closed and locked position.

Picture 5: shows the window lock key needs to be inserted into the lock above the handle in order to allow the window to open at a tilt position.

Picture 6: shows the handle in a vertical position. This enables the window to be tilted open slightly from the top, with the hinge engaged at the bottom of the window. The window opening is restricted.

3.1 WINDOWS AND GLAZING – The Mission Hall



For your health, safety and security DO NOT LEAVE OPENED WINDOWS UNATTENDED

FOR YOUR SAFETY

Never leave your windows unattended and open.

CARE & MAINTENANCE

It is recommended that cleaning should be carried out AT LEAST every three months. Window frames should be cleaned using a damp cloth and warm soapy water only.

Steel wool, strong acids, alkalis and abrasive cleaners should never be used.

Periodically, the glazing and framework should be checked for damage and deterioration especially mastics and sealants. Generally a silicone-based seal is used which should not be painted.

The hinges and tracking should be cleaned regularly to avoid a build-up of sediment. Slight lubrication should be carried out when necessary with an acid free oil. When painting in and around windows, care should be taken to ensure that no paint covers the weather strip or the hardware.

RESPONSIBILITY FOR WINDOW CLEANING

Cleaning windows (internally and externally) within the apartment is the resident's responsibility and as per the Lease, should be carried out no less than every three months. Most of your windows open fully to enable access for cleaning.

Where applicable the managing agent will arrange for the external windows and those windows in communal areas to be cleaned periodically.

WINDOW OPERATIONAL PROBLEMS OR BREAKAGES

In the event of any problems, consult with the managing agent.

GUARANTEE

The guarantee for the windows is covered under the Premier Guarantee New Homes Warranty for 10 years.

MANUFACTURER

Rationel Windows (UK) Ltd
7 Avonbury Business Park
Howes Lane, Bicester
Oxfordshire
OX26 2UA
☎ 01869 248181
🖷 01869 249693
www.rationel.com

APW Glazing Limited
North Plaza
Park Plaza
Hayes Way
Health Hayes
Staffs
WS12 2DB
☎ 01543 496845
www.apwglazing.co.uk

3.2 INTERCOM

Please refer to the user manual provided in the home owner pack for instructions.

3.3 KITCHEN UNITS & APPLIANCES

APPLIANCES

Residents **MUST** fill in and return all guarantees/registration cards in order to activate warranties. These cards can be found in the kitchen appliance pack. Alternatively you can go online and register the appliances at www.bosch.co.uk and www.indesit.co.uk

APPLIANCE	MANUFACTURER	MODEL
Oven	BOSCH	HBN331HOB
Hob	BOSCH	PKE611C140
Extractor	BOSCH	PHL535BGB
Microwave	BOSCH	HMT75M65
Washer Dryer	INDESIT	IWDE126
Dishwasher	INDESIT	DIF04B1
Fridge/Freezer	INDESIT	INCB31AA

SERVICE CALLS

Residents are responsible for reporting any issues with their appliances directly to the manufacturer. When reporting a problem with an appliance, you will need to contact Bosch and Indesit customer care.

Your product's model and serial numbers will allow Bosch and Indesit to identify the exact model of the appliance you have. These numbers can be found printed on a rating plate (shown below) which is located on the appliance. The rating plates usually are located around the inside of the door of the appliance.

Rating Plate

MANUFACTURER

BOSCH
☎ 0344 892 8979
www.zanussi.co.uk

INDESIT
☎ 08000 921 922
www.indesit.co.uk

NOTE:

Complete all appliances Warranty Cards now (fridge, freezer, oven, hob, dishwasher etc.) and follow the instructions for registration.

For registration please go online on the above websites and register your appliances.

Switches are on a multi-gang socket/fused spur switch (picture 1 above) and are labelled for each appliance. These switches control the power supply to each individual appliance. There is a separate switch for the hob (picture 2 above). These switches are located in the cupboard above the worktop.

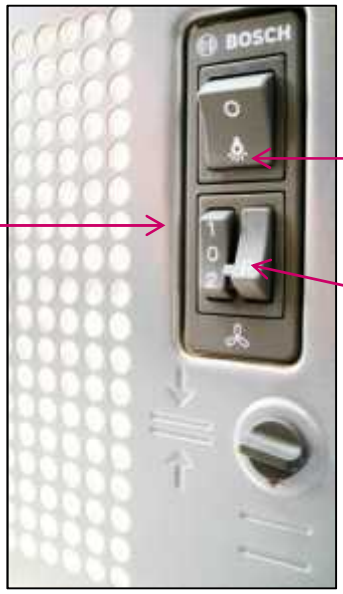
Properties are fitted with the following Doimo Cucine – Door finish white glossy polymeric without handles, Aluminium grooves and plinth.

APARTMENTS KITCHEN CHOICES AND COLOUR SCHEDULE

Apt	Base/ Tall Units	Carcass	Handles	Appliances	Worktop	Splash back
The Verger's Building No 1 No 2 No 3 No 4 No 5 No 6 No 7 No 8	Pollimerico Lucido Bianco (White Gloss)	White	Handless	Bosch & Indesit	Febal 40mm thick Square Edge- Colour Grafite 645402	Strata Tiles – Latitude Gloss 100mm x 300mm tile – Colour RCLA - 08 (Grey)
The Mission Hall	Pollimerico Lucido Bianco (White Gloss)	White	Handles	Bosch & Indesit	Febal 40mm thick Square Edge- Colour Grafite 645402	Strata Tiles – Latitude Gloss 100mm x 300mm tile – Colour RCLA - 08 (Grey)

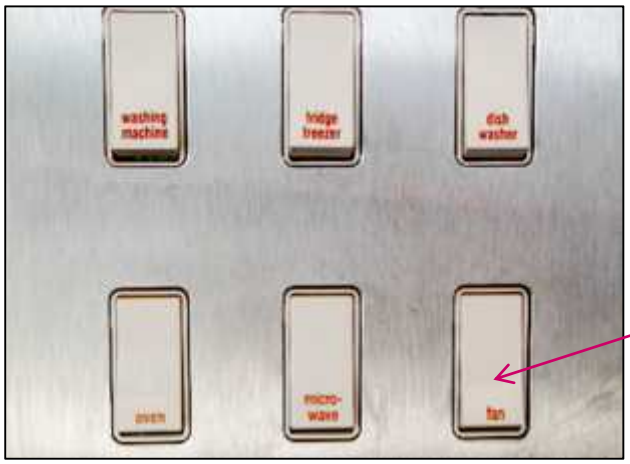
The Aumbrey No 1 No 2 No 3 No 4 No 5 No 6 No 7 No 8	Pollimerico Lucido Bianco (White Gloss)	White	Handless	Bosch & Indesit	Febal 40mm thick Square Edge- Colour Grafite 645402	Strata Tiles – Latitude Gloss 100mm x 300mm tile – Colour RCLA - 08 (Grey)

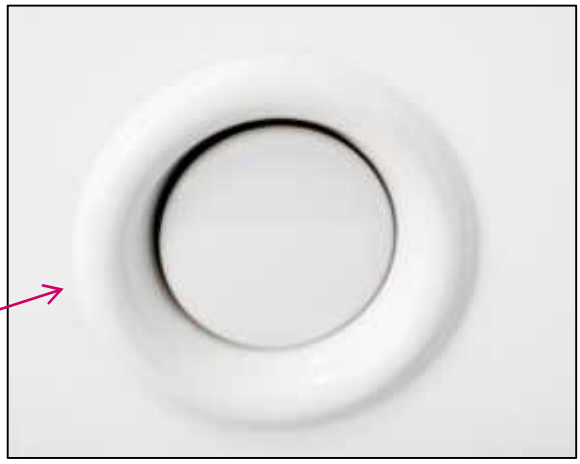
Cooker Extractor Fan – Picture 1



On/Off Switch – Picture 2

Each kitchen is fitted with a Bosch Telescopic extractor hood with two speeds, which discharges cooking aromas (picture 1). To operate, use on/off buttons located on the left of the extractor (picture 2 above). There is a filter within the unit, which should be changed/cleaned regularly please refer to the user manual.





Each kitchen is fitted with a Titon extract system that constantly extracts moist and polluted air from the kitchen. The system has an integral humidity sensor which increases the speed in proportion to the relative humidity levels, saving energy and reducing noise. In order to increase the speed, simply press the "fan boost" switch on the kitchen wall on the side of the fridge/freezer.

Please refer to manufacturer's instructions for further details.

Note

Extractor Fan

Where there is a mechanical bathroom fan, the kitchen extractor acts as an air extractor and takes away stale air via ducting. Where no mechanical fans exist, the kitchen extractor re-circulates air and contains the usual charcoal filter.

CARE & MAINTENANCE INSTRUCTIONS

Whilst the 'kitchen' ventilation system is maintenance free, the ceiling ventilator grilles should be kept clean and free from dust.

In the event that access is required to the ceiling vents and ventilation unit, the power supply should be turned off at the isolator and a competent engineer called.

MANUFACTURER

Titon
International House,
Peartree Road,
Stanway,
Colchester,
Essex CO3 0JL
☎ 01206 713 800
www.titon.co.uk
✉ enquiries@titon.co.uk

CARE & MAINTENANCE- APPLIANCES

General guidance is included below. Please refer to the individual appliance manufacturer's instructions included in this pack.

Neither the Landlord nor the managing agents are responsible for routine servicing.

For the warranties to apply, appliances must be maintained by the property owner in accordance with the manufacturers' recommendations. Warranty documentation for appliances should be completed by the purchaser and registered with the manufacturer in accordance with manufacturers' instructions.

CARE & MAINTENANCE - KITCHEN UNITS

Whilst modern materials and finishes provide good heat and stain resistance, excessive heat from hot saucepans etc. should not be permitted to come into contact with any surface. Spillages of any kind should be quickly removed to avoid the possibility of staining and distortion. Materials are sealed for protection, but prolonged exposure to moisture and heat could cause materials to degrade.

CLEANING

For all surfaces, it is important to use only a soft cloth, slightly dampened with water and a mild detergent solution. This will be suitable for the interiors of cabinets, drawer boxes, frontals (in both timber and synthetic materials), work surfaces and decorative in-fills. Following cleaning, a

polish with either a soft lint free cloth or window leather will ensure all excess moisture is removed and surfaces are left safe and attractive.

Under no circumstances should any of the following products be used for cleaning your kitchen.

- SCOURING PADS

Scourers could scratch and disfigure the surface. Only careful use on the inside of the cabinet, for moving stubborn stains, can be recommended.

- ABRASIVE CLEANING AGENTS

These can cause surfaces scratches but also may leave deposits in the grain and texture of the material.

WORKTOPS

PROTECT FROM SCRATCHING

While no harm will be caused by crockery and other kitchen utensils being moved about on the worktop, the surface can be damaged if used as a cutting surface.

PROTECT FROM MOISTURE

It is important to wipe up all spilt liquids, especially around joints and cut outs.

PROTECT FROM STAINS

The decorative laminate surface will resist most household chemicals. However, damage may occur if strong chemical substances such as bleach, curry, beetroot juice, concentrated fruit juice, food colourings and dyes are left in contact with the surface. Spillages of any potentially damaging chemicals should be quickly removed.

PROTECTION FROM HEAT

The laminate surface will resist the temperature of boiling water and hot cooking splashes. However, damage may occur if hot saucepans, oven dishes, and electric irons or burning cigarettes are placed on the worktop surface. To prevent damage, always use heat resistant mats and ashtrays.

CLEANING

A wipe over with a damp cloth is all that is needed for normal day-to-day use. An occasional clean, using a mild detergent and warm water, will help maintain its original appearance.

MANUFACTURERS & SPARES

Doimo Cucine Ltd
2-3 Mile End
London Rd
Bath, Avon
BA1 6PT
☎ 01225 420999
✉ www.doimocucine.it

Bosch Kitchen Appliance
☎ 0344 892 8979
✉ www.bosch.co.uk

Indesit Company
Morley Way
Peterborough
PE2 9JB
☎ 08000 921 922
✉ www.indesit.co.uk

3.4 BATHROOM & WC

Area	Manufacturer/Model	Colour
Basin	Series AK-LY Vanity unit Agata opaco with integrated basin. Wall Mounted 500mm x 480mm or 600mm x 480mm	White
Basin Mixer	Topbath TP7 Chrome Washbasin Mixer Tap- Basin Mounted	Chrome
Basin Tap	TP7 Wash basin mixer tap – basin mounted.	Chrome
Bath/Shower Mixer	Hand shower set with integrated wall elbow for bath tub and shower	Chrome
Bath Panel	Bette Form Steel Bath including feet 1600mm x 700mm – 1700mm x 700mm	White
Mirror Cabinet	Arcom Series AK-LY Mirror Cabinet	Aluminium Mirror
Bath Screen	Top Bath Glass Bath Screen – 6mm Toughened Glass 1400mm high x 800mm wide	Tempered Glass
Bathtub and Shower Thermostatic	Alpi Concealed Thermostatic 3 way Diverter for Bathtub and Shower NU 55169	Chrome
WC Roll Holder	Soho WC Roll Holder Width 135mm, Depth 48mm, Height 105mm	Chrome
Robe Hook	Minimalist robe hook chrome dipped solid brass	Chrome
Shower Tray	Top Bath Shower Tray Stone Resin 45mm With Trap 1000mm x 800mm	White
Hand Shower Set	CAE integrated wall elbow for bath tub and shower	Chrome
Towel Radiator	MHS Space Electric Radiator Model En-Suite CLI041120050 – 1200 x 500mm Bathroom – CL1041180050- 1800 X	Chrome

	500mm	
Shower Head	Integra integrated head and arm	Chrome
WC	Vitra S50 WC – Wall Hung WC with soft closing seat.	White
WC Cistern	Schwab concealed Cistern & Frame – Dual Flush 1140mm height Riva Duo Flushing Plate	Chrome

CARE & MAINTENANCE INSTRUCTIONS

BASINS, BATH & SHOWER SCREENS

Trays and tops should be cleaned and dried as soon as possible after use. In hard water areas, insoluble lime salts and grime will harden on the surface and become increasingly difficult to remove.

It is important to ensure that when cleaning bathroom furniture, only non-abrasive cleaners are used (e.g. not Ajax or Cif) to prevent scratching on the surfaces.

In the interest of safety, baths and shower trays must not be polished with wax or silicone polish (e.g. Pledge, Mr Sheen).

A sealant has been applied around your bath and shower tray, where water splashes occur. Owing to natural drying of your new home, these areas may become vulnerable to movement.

SHOWER HEADS

Heads should be cleaned using a mild solution of washing up liquid mixed with water. Don't use anything caustic. Mild detergents are to be used instead of 'branded' cleaners which are too harsh for the chrome shower.

Register your shower at www.vado-uk.com/guarantee_registration.php for your 12 year guarantee.

SANITARY WARE

China basins, pedestals, WC pans, WC cisterns and shower trays.

The recommended listed above, should be followed for chinaware, with the exception that occasional use of abrasive cleaners (e.g. Ajax, Cif) will not damage glazed surface.

Proprietary bleaches and toilet pan cleaners may be used as required, with no risk of damage to the china or glaze.

In the event of fine scratches in the sanitary ware surface, a fine abrasive cleaner (e.g. Brasso or similar metal polish) may be used but it is recommended that great care be taken if employing such cleaning methods.

TAPS & HINGES

Under no circumstances should cleaners containing abrasive pastes or chemicals be used. The use of cleaners of this type, whether on stainless steel, chrome, gold or white taps or hinges, will abrade any protective surfaces and cause corrosion. Soapy water, silicone or wax polishes (e.g. Mr Sheen, Pledge) may be used with no risk of causing damage.

BATHROOM/EN-SUITE MANUFACTURERS

Grohe Limited
World Business Centre 2
Newall Road
London Heathrow Airport
Hounslow
Middlesex
TW6 2SF
☎ 0871 200 3414
www.Grohe.co.uk
✉ info-uk@grohe.com

Steinberg GMBH
Schiess Str. 30
40549 Düsseldorf, Germany
☎ 0211 520 249-0
www.steinberg-armaturen.de
✉ info@steinberg-armaturen.de

Hudson Reed
Ultra Finishing Ltd
Widow Hill Road
Heasandford Industrial Estate
Burnley
Lancashire
BB10 2BQ
☎ 01282 436934
www.hudsonreed.co.uk

Bette
www.bette.de

Arcom
www.arcombagno.com

Renaisance
Unit G4
Morton Park Way
Darlington
County Durham
DL1 4PQ
☎ 01325 778277
www.aquabliss.co.uk

Vitra
www.vitra.co.uk

VENTILATION MANUFACTURER

Titon
International House,
Peartree Road,
Stanway,
Colchester,
Essex CO3 0JL
☎ 01206 713 800
www.titon.co.uk
✉ enquiries@titon.co.uk

3.5 DOORS

Front Entrance & Internal Doors

Vicaima PG4W White CPL (Continuous Pressure Laminate) with 'V' Groove no inlay

Door Handles

Satin Chrome Plate Chrome Plate – Round Rose Level 08077SC

Wardrobe Doors

Loddenkemper Multi Sett- Matt White Carcass, Matt White Doors with Aluminium Strips to sides, top and bottom of doors with S2 Handles.

Bathroom & Shower Room Doors

Vicaima PG4W White CPL
(Continuous Pressure Laminate) with
'V' Groove no inlay

The door and lock is a 'Secure by Design' standard for your safety and security.

Operation:

To enter the apartment – Insert your key into the deadlock which turns the thumb turn.

Once you have unlocked the door, push the handle in the downward position which releases the 3-point locking mechanism.

Once inside the apartment, close the door behind you, using the handle and return it to the horizontal position. This will re-engage the 3-point locking mechanism. Then, turn the snib (deadlock) in order to engage the deadlock.

Whenever you are inside the apartment, please ensure that the snib/deadlock is engaged at all times.

When you leave your apartment, but other people are still inside, close the front door and turn the key to engage the deadlock. This secures the door from the outside, but when the people inside the apartment exit, they can do so by opening the snib.

When you leave the apartment empty, you should close the door and turn the key to engage the deadlock

Please Note:

In the Mission Hall there are a number of original, refurbished doors with specialist ironmongery and locks which differ to the standard specification.

CARE & MAINTENANCE OF DOORS

1. DUSTY SURFACES

Day to day build-up of dust particles can usually be removed with a soft duster, but if dust has bedded into the grain of the veneer it will have to be removed by the application of a damp or dry cloth.

2. DAMP HAZE (BLOOM)

A milky blue haze can sometimes develop due to cold conditions, high humidity or condensation etc. This can be removed by polishing with a soft cloth or the application of a good furniture wax, but do not apply these whilst still in a damp atmosphere, particularly if using aerosol type furniture creams or liquids.

3. PAINT SMEARS

On no account try to remove with cellulose thinners or paint strippers as this may attack the original finish.

If the paint has smeared it can often be removed by very carefully scraping with a sharp razor blade, but care must be taken not to scrape the lacquer. Warm water to which a little detergent has been added helps with some water based paints.

4. RUM MARKS OR LIGHT SCRATCHES

These can generally be removed or at least disguised by light rubbing with 00 grade wire wool, followed by the wire wool coated with a soft wax. If the marks are very light, use the wax coated wire wool from the beginning, as this will reduce the abrasive action.

5. GENERAL AFTERCARE

A soft duster should be sufficient to preserve doors in good condition but if desired, proprietary furniture polishes, creams, teak oils etc., can be applied once the dust has been removed.

6. CLEANING

This should be carried with soft damp cloth only and a mild soap and rinse, wipe over with a soft dry cloth. Avoid the use of harsh abrasives, any polishes or proprietary cleaners. The above recommendations relate to all Vicaima door ranges.

MANUFACTURER & SUPPLIER DETAILS

FRONT DOORS & INTERNAL DOOR

Vicaima
Drakes Way Business Centre
Marlower (Avenue)
Greenbridge Ind. Est.
Swindon, Wiltshire SN3 3JF
☎ 01793 532 333
🖷 01793 530 193
✉ info@vicaima.com
www.vicaima.com

WARDROBE DOORS

Champion Building Services
9th Floor
Hill House
17 Highgate Hill
London N19 5NA
☎ 020 30055390
✉ championbuild@gmail.com
www.championbuild.co.uk

HANDLES

SDS London Ltd
185-189 Northcote Rd
London
SW11 6QF
☎ 020 7228 1185
✉ www.sdslondon.co.uk

3.6 FLOORING

Properties are finished with a combination of the following floor surfaces:

Area	Flooring	Colour
Lounge, Kitchen, Hallway & Bedrooms	▪ Kahrs Wood Flooring	▪ Ref: Linnea Oak Tide – 2 Strip Matt Lacquer

CARE & MAINTENANCE INSTRUCTION FOR WOOD FLOORING

All floor covering will show signs of normal wear over time. By observing a few precautions and undertaking regular cleaning/maintenance, the life of the flooring can be extended.

Helpful tips:

- Sweep or vacuum with a soft brush regularly.
- Remove spills quickly using a soft cloth and recommended cleaning product.
- Use protective pads under all furniture legs.
- Avoid heavy wet mopping or flooring of your floor with water or other products. A slightly damp cloth is all that is needed, using a diluted wood floor cleaner.
- Place small carpets or rugs in high traffic areas.
- Avoid using abrasive cleaners as these will damage the seal.
- Avoid sharp or abrasive objects to come into contact with the floor.

MANUFACTURERS

FLOORING

Kahrs UK Ltd
Unit A4 Cairo Place,
Endeavour Business Park,
7 Penner Road, Havant,
Hampshire
PO9 1QN
☏ 023 9245 3045
✉ www.kahrs.com

3.7 STANDARD DECOR

Properties have been decorated using the following Dulux products and finishes:

SURFACE	DESCRIPTION	REFERENCE
Woodwork	Dulux Brilliant White Eggshell	00E55 White
Ceilings	Dulux Brilliant White matt	00E55 White
Walls throughout	Dulux	00E55 White

PROTECTION OF PROPERTY FABRIC

To avoid damage to the special acoustic and fire withstanding properties of the partitioning fabric, drilling or cutting into the fabric of the walls and floors is not permitted.

SUITABLE FIXING

Fixtures can be attached directly to finished dry linings using the fixing listed in the table opposite, in line with manufacturers recommendations and ensuring they are appropriate for the items.

FIXING TO INTERNAL PARTITIONS

Internal walls are 70mm stud work to which skimmed plasterboard is fixed.

Only lightweight objects, i.e. wall mirrors and small pictures, may be fixed to the partition walls unless advice is sought from an experienced carpenter or the maintenance department.

Recommended fixings:

Wall mirrors	Expanding cavity fixing plugs and screws, your local hardware store can advise on the exact type if you tell them. The wall construction and what you intend to fix.
Light pictures	Steel pin and hook.
Heavy Art	Specialist plasterboard fixings available from hardware store

FIXING TO "DRY LINED WALLS"

These are formed from insulated plasterboard (made of 12.5mm plasterboard and 25mm of sound densing quilt insulation) held in place by small areas (dabs) of plaster.

Only lightweight objects, i.e. wall mirrors and small pictures, may be fixed to dry lined walls, unless advice is sought from an experienced carpenter or the maintenance department. There are noggins behind plasterboard at the windows.

Recommended fixings:

Wall mirrors	Expanding cavity fixing plugs and screws, your local hardware store can advise on the exact type if you tell them the wall construction and what you intend to fix.
Small pictures	Steel pin and hook.
Heavy Art	Specialist plasterboard fixings available from hardware store

FITTING CURTAINS AND BUILDS

A combination of cavity fixing or self-tapping screw may be necessary dependent upon the type of fitting. As there is no patress, the required fitting will be determined once the hole is drilled.

The use of heavy curtains should be avoided.

FITTING ITEMS TO WALLS OR CEILINGS

- Caution should be exercised as electrical cables and water pipes may be running within the wall or ceiling areas.
- Cables, which usually run in a vertical direction from switches and sockets, may be located by use of a cable detector.
- Ensure that the fixing used will support the load.
- Use of proprietary products suitable for use with Metsec plasterboard stud walls available from DIY or specialist shops is recommended.
- Consider employing a competent person to undertake all work.

EXTERNAL FIXTURES, FITTING & FINISHES

All external maintenance work is to be carried out or organised by the Managing Agent.

3.8 WALL & FLOOR TILING

The bathroom and kitchen areas have been finished with the following Keystone tiling products:

BATHROOM/EN-SUITE

APARTMENT	ROOM	AREA	DESCRIPTION	COLOUR
All	Bathrooms/ Shower Room/ En suite	Bathroom/ En suite Wall	▪ Strata Tiles Range: Latitude Gloss Size: 100x300mm	▪ RCLA -02 (White)
		Floor	▪ Saloni Range: Series Proyeccion Size: 600mm x 600mm	▪ Marengo (Grey)

Please see enclosed leaflet for care information.

MANUFACTRERS

Strata Homes Limited
Quay Point
Lakeside Doncaster
DN4 5PL
☏ 01302 308508
✉ enquiries@homesbystrata.com

Saloni (Tiles ETC)
296 Holloway Rd
London
N7 6NJ
☏ 020 760 72700
✉ info@tileetc.com

CHAPTER 4

APARTMENT SYSTEMS & SERVICE

4 APARTMENT SYSTEMS &SERVICES
4.1 ELECTRICITY

ELECTRICITY SERVICE PROVIDER

Initially, British Gas will supply electricity to your apartment. See section 1.5 for contact details. Residents have a choice over which company they subsequently wish to contract with for the supply of this service.

ELECTRICITY CONSUMER UNITS

Your electricity consumer unit is located within the hallway cupboard in your apartment, which contains your main switch, RCCB (Residual Current Circuit Breaker) and your MCBs (Miniature Circuit Breakers). Switching the main switch to the off position will isolate all the electrical supply to your home, including the supply to the central heating system. The MCBs are labelled in the inside of the lid of the consumer unit and have three spare ways.

RESDIUAL CURRENT DEVICE (RCD)

Inside the consumer units, the electricity supply is protected with an RCD button that will quickly cut off the supply if a fault occurs from a power outlet socket or from a lighting circuit. If power fails in your apartment, you should check the consumer unit to see which circuit has tripped. You can then reset this circuit. In the event that a MCB or RCD does not reset please contact Managing Agent.

Electric Consumer Unit

It is recommended that the RCD should be tested every 3 months by pressing the button marked 'Test or T'. If the RCD fails to switch off the supply when pressed, you should seek expert advice.

ELECRICITY METER

Each apartment is individually metered. These meters are located in the riser cupboard at each floor level of the building (for example if your apartment is on the first floor, your meter will be located in the riser cupboard on your floor) and a meter no will be on your handover report.

Electric Meter

5 AMP SOCKET

There are 5 amp sockets installed in the lounge and bedrooms in all the apartments. These are primarily used for lamps and once plugged in to these wall sockets, using their round pin plug function can be controlled via the wall switches.

IMPORTANT INFORMATION

If a circuit is overloaded or an appliance develops a fault, an MCB (a miniature circuit breaker) in the electricity consumer control unit protecting the circuit will switch OFF automatically; this is to help prevent serious accidents, which may result in damage and injury. Inside the consumer control unit are labels identifying which switch (known as a miniature circuit breaker or MCB) covers which parts of your homes' electricity supply.

If the reason for the MCB going to the OFF position is not clear, then put the MCB switch back to its original ON position. If it will **not** stay on then complete the following:

1. Switch OFF and unplug any appliances on that particular circuit. By attempting to return the MCB switch to the ON position after removing each appliance it is possible to identify the faulty appliance.
2. As each appliance is disconnected/unplugged try to reinstate the MCB on the circuit. If there is a faulty appliance it will trip OFF each time until the faulty appliance is disconnected. At this point the MCB will remain ON. DANGER - DO NOT ATTEMPT TO REUSE A FAULTY APPLIANCE, ARRANGE FOR ITS REPAIR OR REPLACEMENT.
3. If the MCB still fails to remain in the ON position a fault may exist in the electrical circuit itself and you should inform the maintenance department immediately.

DANGER - DO NOT ATTEMPT TO DISMANTLE OR TAMPER WITH THE CONSUMER CONTROL UNIT

ELECTRICAL SUPPLY FAILURE OR PROBLEMS

In the event that the power supply to the apartment fails and cannot be restored from the consumer unit, please check the trouble shooting guide on the next page before contacting the Managing Agent.

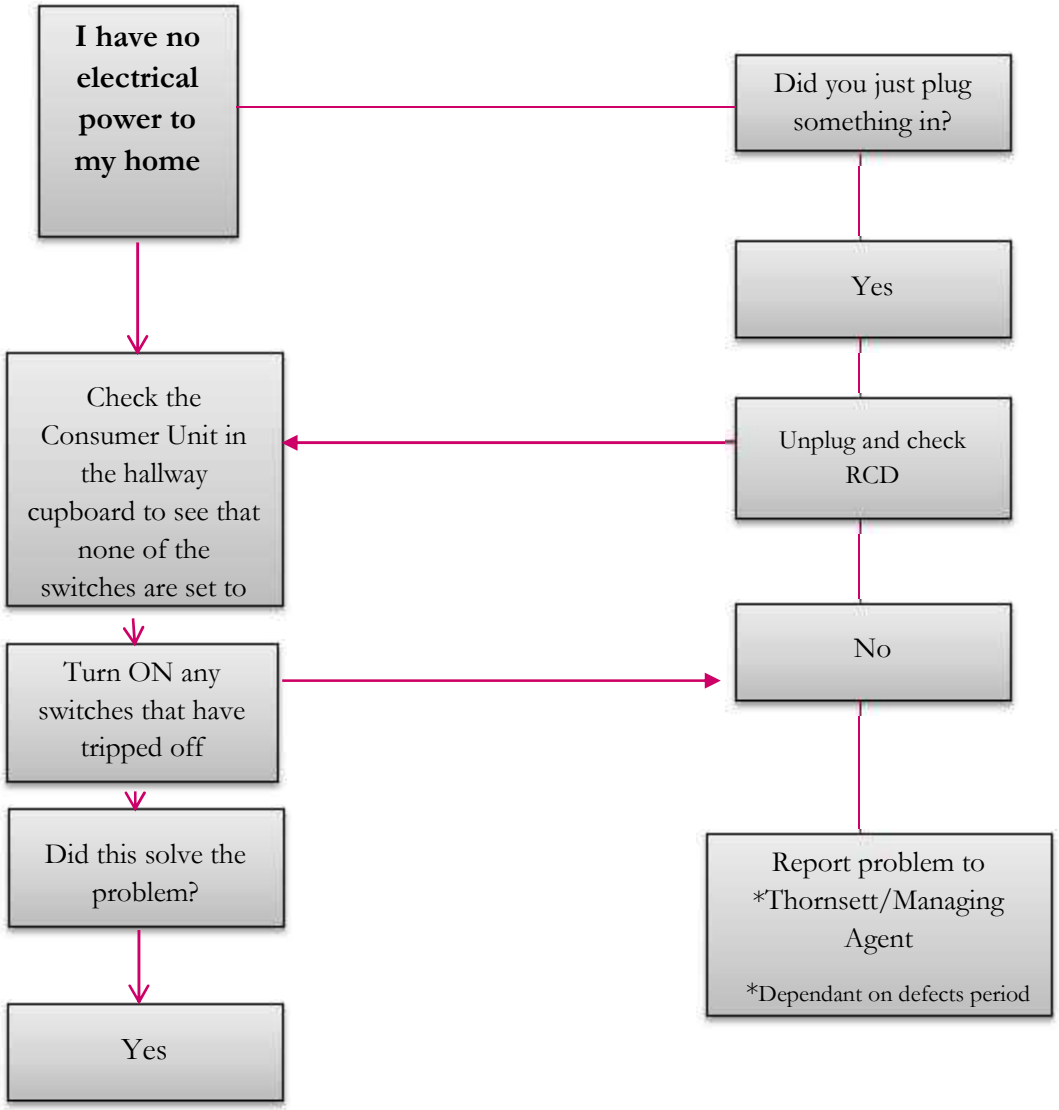
Note

Electricity meter point administration number (MPAN)

An MPAN is a unique number that identifies the apartment metering point. The MPAN for each apartment is required to identify your meter when communicating with serve provider. The MPAN can be found on the electricity bill issued by your service provider and should not mistake this with your customer reference number.

The MPAN number for your specific property will have been passed to you at completion, handover of property or check-in report.

ELECTRIC TROUBLE SHOOTING GUIDE


I have no electrical power to my home
Did you just plug something in?
Yes
Unplug and check RCD
No
Report problem to *Thornsett/Managing Agent
*Dependant on defects period
Check the Consumer Unit in the hallway cupboard to see that none of the switches are set to
Turn ON any switches that have tripped off
Did this solve the problem?
Yes

4.2 HEATING

ROOM HEATING

Heating is powered by a Vokera Boiler Unit which is located in your hallway cupboard (picture 1) and generates heating and hot water. The on/off timer settings are controlled via the boiler unit. The underfloor heating manifold is located in the hallway cupboard (picture 2).

You have a thermostat (picture 3) to control temperature in each habitable area please refer to the user manual.

Figure 1

Figure 2

Figure 3

WATER HEATING

Your water is heated by the boiler unit. There is an individual heat boiler located in your hallway cupboard. Water from the rising main is directly heated and distributed from the basement to the hot taps around your apartment. There is a control on the boiler to set the temperature of the hot water from the taps. This has been 'factory set' at 40° and shouldn't need to be adjusted as the hot water is constant.

OPERATION

A programmer is provided to turn the heating on and off and you should adjust the settings to suit your own requirements please refer to the user manual. In cold weather it might be necessary to leave the heating on for longer periods than in milder weather. A room thermostat is provided to regulate room temperatures room by room.

The owner/Landlord will need to arrange for an approved Gas Safe Registered engineer to service the boiler unit annually.

Failure to return any warranty documents could invalidate your warranty.

BATHROOM HEATING

Picture 1

The bathroom towel rails are electronic thermostatically controlled by switching the on/off spur above the bathroom door (picture 1)

MANUFACTURERS

RADIATORS

MHS Radiators
3 Juniper West, Fenton Way,
Southfields Business Park,
Basildon,
Essex,
SS15 6SJ
☎ 01268 546700
www.mhsradiators.com

GAS BOILER

Vokera Ltd
Borderlake House
Unit 7 Riverside Industrial Estate
London Colney
AL2 1HG
☎ 0844 391 0999
www.vokera.co.uk

UNDERFLOOR HEATING MANUFACTURER

Heddonglow
Unit 3
Mill Mead Industrial Estate
Mill Mead Rd
London
N17 9QU
☎ 020 8801 9956
www.heddonglow.co.uk

4.3 GAS SUPPLY

Gas supplies the individual boiler which is located in the hallway cupboard. To isolate the gas supplies please refer to the picture below.

Please note:

The Gas Meters in the Aumbrey are located in the plant room on the ground floor.

The Gas Meters in the Verger is located in the plant room on the ground floor.

The Gas Meters in the Mission Hall for Apartments 1 to 5 are located to the right of the Cafe

The Gas Meters in the Mission Hall Apartments 6 to 10 are located in a locked room beside the plant room

Please note: At present you have an electric hob. If in the future you wish to change to a gas hob, we have installed pipework for this purpose. This gas installation point will be labelled in one of the base unites in your kitchen.

In any event;

- Before fixing to walls, floors and ceilings always check for buried pipes and cables using a detector.
- The detector will detect metal in walls and can be used to identify runs for services (e.g. gas and electricity) and should be used in accordance with the instructions.

If you smell gas:

National Grid- Gas Escape Emergency

0800 111 999

If you suspect a gas leak or gas emergency in your apartment, or anywhere else call National Grid's emergency number. A call handling agent will log all the appropriate including:

- The address/location of the suspected gas escape or gas emergency
- How many people are at the property where the smell is most noticeable?
- How long the smell has been noticeable?
- Is the smell coming from the cellar/basement?
- Are any neighbours affected?
- Your name and phone number
- Any special circumstances or access information

Getting accurate address details is very important as National Grid will want to make sure they send engineers to exactly the right place. You will be asked to verify these details for this very reason. Your address and postcode are particularly important.

4.4 FIRE PROTECTION

FIRE CONTAINMENT

To comply with Building Regulations the homes are designed to meet minimum fire containment standards.

In between apartments, party walls and ceilings provide protection from fire.

To maintain the integrity of the fire containment protection, each of the doors leading into a habitable area incorporates:

- An intumescent strip recessed on the top and sides of the door frame which, when subjected to heat, will automatically expand to reduce the rate of which heat and smoke will penetrate the doorways.

To maximise protection and contain fire:

- These doors should be kept properly closed at all times.
- The storage of combustible materials that might exacerbate a fire, or impede the passage of people into or out of the apartment should be prohibited.

Please refer to the check/test as per the user manual for further instructions.

SMOKE ALARM & HEAT DETECTORS

Each apartment has a mains operated smoke and heat detector. The alarm will sound if it detects fire or potential risk of fire.

Typically there is one heat detector located on the kitchen ceiling and one smoke detector in the hallway.

If the activation is a false alarm, the unit may be silenced by pressing the 'Test/Hush' button for a few seconds. This action will silence the alarm for approximately 10 minutes after which the unit will automatically re-set. However, if the smoke density increases when in silenced mode, the alarm will automatically restart.

Heat Detector
ceiling mounted in the kitchen

Smoke alarm
located in the hallway

Main Fire Alarm

When a potential fire risk condition occurs the alarm units will sound. If necessary you should follow your emergency evacuation procedure.

Note

Fire and smoke detector system testing and maintenance

It is advised that every 6 months you should switch off the power to the alarm (located in the consumer unit see Section 4.1), and gently vacuum through the vents of the alarm with a soft brush attachment. Switch the power back on and test the alarm.

Back up battery replacements

To indicate that a battery needs to be changed the detector unit will beep every 40 seconds – use only batteries recommended by manufacturer.

4.5 HOME ENTERTAINMENT

RADIO & TELEVISION SERVICE OVERVIEW

Your apartment has been wired for digital terrestrial (BBC/ITV), FM and DAB radio and Sky+ television. There is also a CAT5 network designed to carry HDMI signal over CAT5.

SKY+

A communal SKY PLUS dish is installed on the roof. Residents will need to contact SKY to arrange to provide a viewing box and card.

SKY+ is available at St Mary of Eton. The apartments are pre-wired to accept either SKY The apartment has been cabled with an Integrated Reception System (IRS) which has a playback facility to the lounge and master bedroom. The SKY+ service is received via communal satellite situated on the roof. The IRS System will provide reception of the following media services.

A media plate (above) is installed in each habitable room. Users should connect a male to female UHF cable from the socket on the plate above into the socket in the back of your TV. You should re-tune your TV once this has been connected.

Female lead

Male lead

TELEVISION LICENCES

Residents are responsible for paying their own Television Licence.

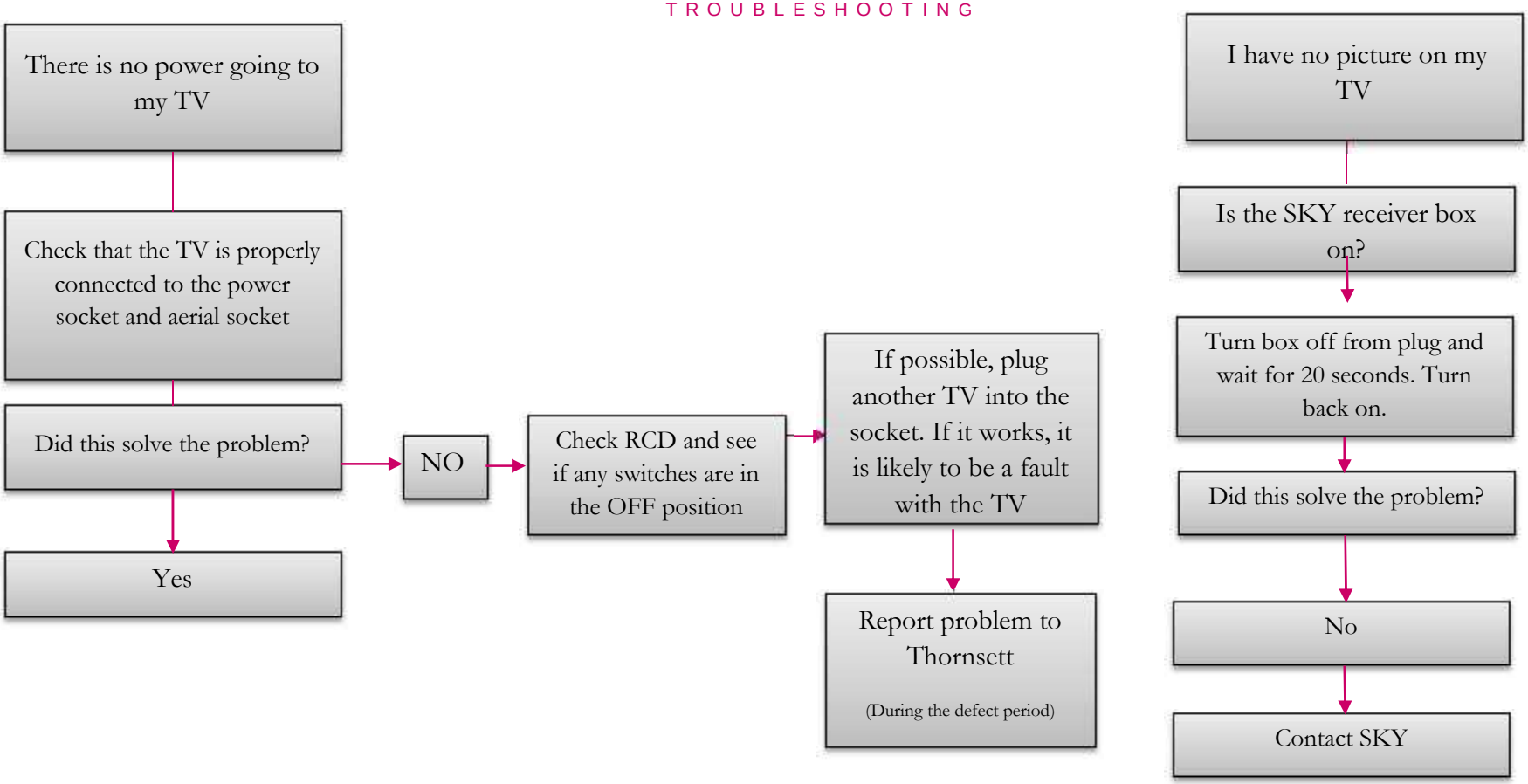
☎ 0870 241 6468
www.tvlicensing.co.uk

For more information on Sky Television please visit www.sky.com or call 08442 411 665.

SERVICE PROVIDERS

SKY

☎ 08442 411 665
www.sky.com


There is no power going to my TV
Check that the TV is properly connected to the power socket and aerial socket
Did this solve the problem?
Yes
NO
Check RCD and see if any switches are in the OFF position
If possible, plug another TV into the socket. If it works, it is likely to be a fault with the TV
Report problem to Thornsett
(During the defect period)
I have no picture on my TV
Is the SKY receiver box on?
Turn box off from plug and wait for 20 seconds. Turn back on.
Did this solve the problem?
No
Contact SKY

4.6 TELEPHONE

There are telephone sockets in all rooms which are cabled to connect to analogue telephone and Internet services. In order to use Internet services, you must have a telephone line activated. You should contact your chosen service provider to activate this service.

The main telephone line comes into the building from the distribution box at basement level and routes into the apartment via the master socket located in the hallway cupboard and distributes to all rooms. Your chosen supplier will need to connect the service to the main incoming point in the hallway cupboard and all other telephone points. Your supplier may charge for this service.

TELEPHONE SERVICE CONNECTION

The service is not activated and residents are responsible for arranging their own service by contacting their chosen supplier direct.

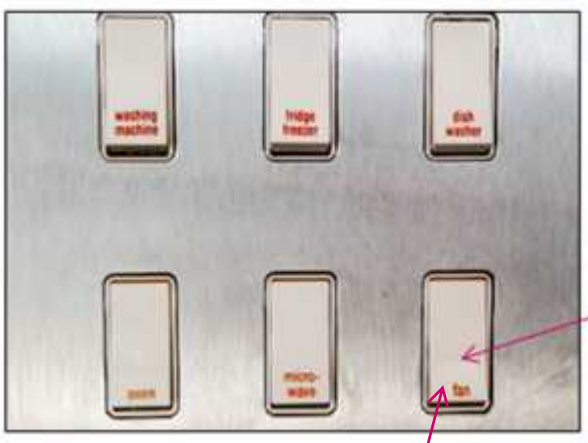
CABLE SERVICE

No provision has been made for any alternative cable services to be available within the apartments.

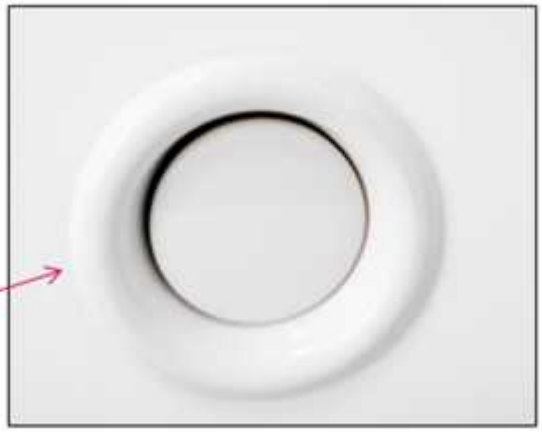
4.7 VENTILATION

EXTRACT SYSTEM

Your apartment has a Titon 'bathroom, and kitchen ventilation' extract system that constantly extracts moist and polluted air from the property. The main ventilation extractor is installed in the hallway cupboard please refer the user manual.



Fan



Ceiling Vent

Ceiling Vent

4.8 WATER

WATER SERVICE PROVIDER

Water and sewerage services will be supplied by Thames Water (see chapter 1.6 for contact details). Residents do not have a choice over which company they choose to contract for this service.

As the water enters your home, its flow is controlled by the main stop valve which allows you to turn off the supply in an emergency or for maintenance. Your stop valves are located in the hallway cupboard at high level (see the picture below). From the stop valve the water is distributed around the home via a direct feed system.

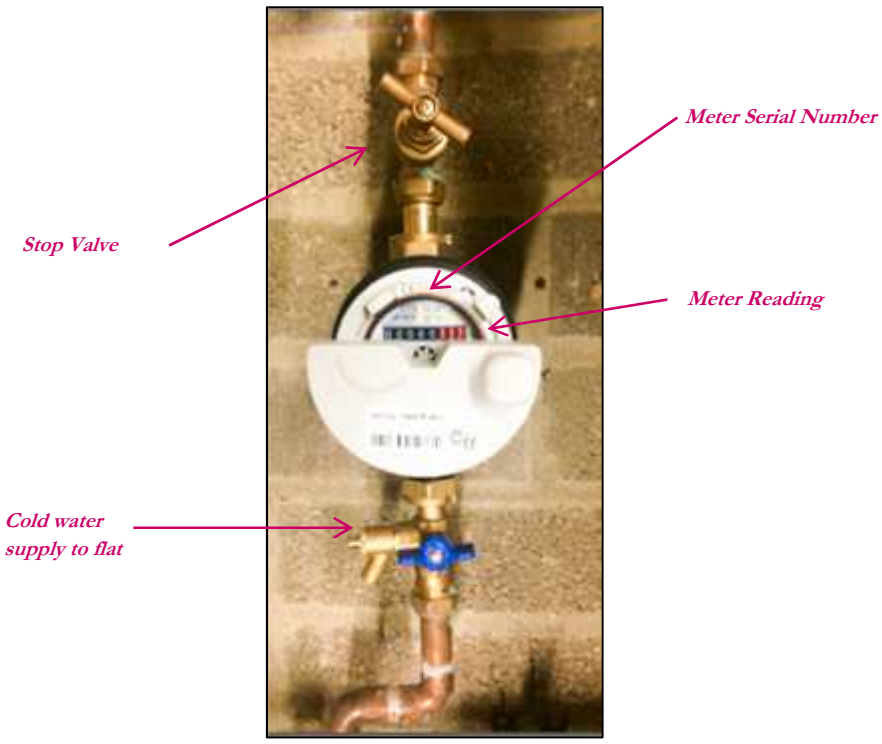
WATER METER

Individually numbered water meters for the Aumbrey/Wedge are located in the bike store on the ground floor near the entrance.

Individually numbered water meters for the Vergers are located in the riser cupboard on the ground floor of the Verger.

Individually numbered water meters for the Mission Hall apartments 1-5 are located on the footpath outside the main arch entrance.

Individually numbered water meters for the Mission Hall apartments 6-10 are located in the riser cupboard on the ground of the Verger.



Waste blockages and water leaks

In event of waste blockages in the bathroom, access to the waste pipes is afforded via access panels in the bath panels.

However, the cause of a blockage may be from either your or another's apartment

Consequently, in event of waste blockages or water leaks from another apartment contact the Managing Agent who will advise upon what action to take.

Location of rodding points within the apartment

Rodding points may be located behind a tile in the bathroom. Should this be the case, the tile will have been attached with mastic and is therefore removable.

Access to rodding points

Residents should be prepared to provide access if required.

BATHROOM ACCESS

Should you require access to the overflow or waste to the bath, access can be obtained by unscrewing the bath panels (Picture 1) with the help of a professional plumber.

Picture 1

Removable screws/ panel

CHAPTER 5

ESTATES
SYSTEMS & SERVICES

5.1 ACCESS & SECURITY

RESIDENTS' ACCESS-

Residents can access the building by using their electronic fob (picture 1) which should be presented to the fob reader within the intercom panel at the front entrance door (picture 2). The reader will acknowledge the fob and the door will click open.

1 Access fob

2 Touch Pad

VISITORS' ACCESS

An intercom panel (picture 3) is linked to each apartment from the front communal entrance door. Visitors should dial the apartment number, this will call the resident who will be able to hear and see the caller on the receiver located in the individual apartments (picture 4).

3 *Intercom at main entrance*

4 *Intercom receiver in apartment*

LEAVING THE BUILDING

To exit the building, residents should push the 'Touch to Exit' green button located on the wall just before the communal entry/exit door.

IN THE EVENT OF ELECTRICITY SUPPLY FAILURE

If there is an electrical power failure the door to the main building will 'fail safe' which means that the residents will be able to open the doors manually.

MANAGEMENT OF ESTATE SECURITY SYSTEMS

The Managing Agent who is responsible for the maintenance of the estate access and security systems should be advised as soon as possible of any operational problems and any matters that may compromise the security of the building.

5.2 FIRE PROTECTION

For residents' increased safety, and to meet Fire Regulations, the building's communal areas are designed to have minimal fire risks affording occupants safe access to the stairwell and exit. Smoke vents are located at the top of staircases. In the event of a fire they will open automatically to allow smoke to be extracted from the staircase.

EMERGENCY PROCEDURES:

If fire breaks out in your home:

- Leave the room where the fire is straight away, and then close the door.
- Tell everyone in your home and get them to leave. Close the front door of your flat behind you.
- Do not stay behind to put the fire out.
- Close any doors behind you as you leave.
- Call the fire service.
- Wait outside, away from the building.

If you see or hear of a fire in another part of the building:

- The building is designed to contain a fire in the flat where it starts. This means it is usually safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home, or, if you are told to by the fire service.
- If you are in any doubt, get out.

To call the fire service:

- Dial 999 or 112 from a mobile
- When the operator answers, give your telephone number and ask for FIRE.
- When the fire service reply give the address of the block.
- Do not end the call until the fire service has repeated the address correctly.

In addition

- No items should be left/stored in communal areas. This is not only a fire but hazard but also a trip hazard.
- In the event of an evacuation DO NOT USE THE LIFT, use the stairs.
- Each floor and all final exits are clearly signed directing you to the exit.
- If normal communal lighting should fail, automatic back-up lighting with illuminate within 15 seconds.

SMOKING IN COMMUNAL AREAS

Smoking in enclosed communal areas is prohibited.

To conform to Government Regulations that came into effect from 1st July 2007. For further information refer to the smoke free England website.

www.smokefreeengland.co.uk

5.3 LIFT

All floor levels are served by the lift.

To call lift car press the call button and the indicator light will illuminate to confirm your request.

TO ASCEND OR DESCEND

Press the appropriate floor level button on the control panel.

Floor level numbers will be displayed.

To hold doors open, or to re-open doors to let someone in or out, press the door open button [< >] on the control panel.

NB Passengers must not lean against the door, or try to prop doors open, as this will affect the operation of the lift.

After a short period without movement in and out of the doorway, the lift car doors will automatically try to close.

If the door sensors detect either movement, or an obstruction in the doorway, the lift car doors will remain open for a further period.

After multiple failed attempts to close, the lift car doors will eventually lock open.

EMERGENCY PROCEDURES

For emergency purpose, the lift car is fitted with:

- An 'Alarm' push button, which will sound an audible alarm in the lift shaft and initiate a telephone call to the Lift Company Control Centre.

- Emergency battery back-up lighting.

If a passenger is trapped in a lift car:

- The 'Alarm' button on the control panel must be pressed for at least 5 seconds for the lift car to be automatically connected to the Lift Company Control Centre (by a 'hands free' telephone link)

- An Emergency Operator will then be able to talk to the passenger and advise them how long it may be before an engineer can release them.

- Residents hearing the alarm should try to talk to the trapped passenger and, if necessary call the managing agent.

Note

Reporting lift faults

All problems with the lift should be advised to the managing agent without delay.

Door closing time delay

The time delay before the door automatically closes is adjustable. If problems are encountered contact the managing agent who can arrange to have the time delay period adjusted.

Use of the lift

The lift is primarily designed to carry passengers and their light luggage.

The lift cannot be used to move furniture or heavy goods. Residents must make arrangements or hire a cherry picking lift to supply heavy goods directly to apartments or for movers to carry furniture up the stairs.

Residents may be held responsible for any damage caused to the lift, if this guidance is not followed.

5.4 COMMUNAL LIGHTING

Communal Hallway Lighting

External Mission Hall Lighting

Movement sensors operate lighting to the communal lobby areas. The Managing Agents can adjust the duration of illumination. The external lighting to the main entrance and terraces is operated automatically via photocell and will illuminate once the external lighting reaches a certain level.

Notes

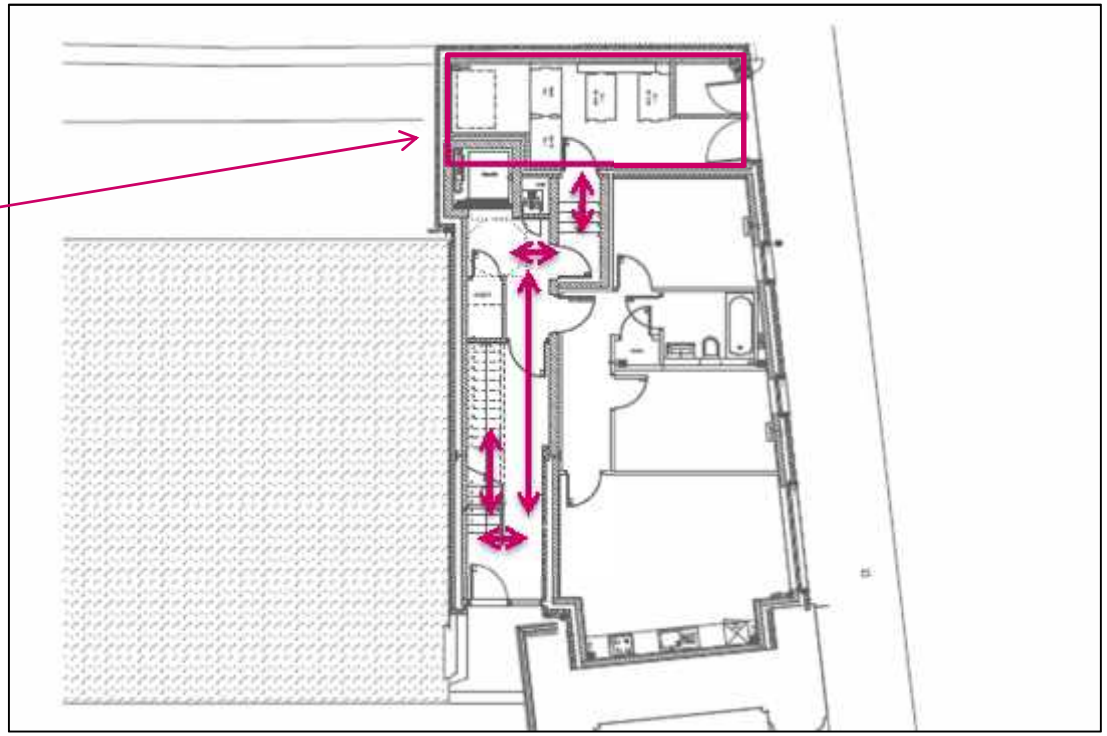
In the event of electricity supply failure

All communal areas are fitted with emergency lighting.

5.5 REFUSE BINS

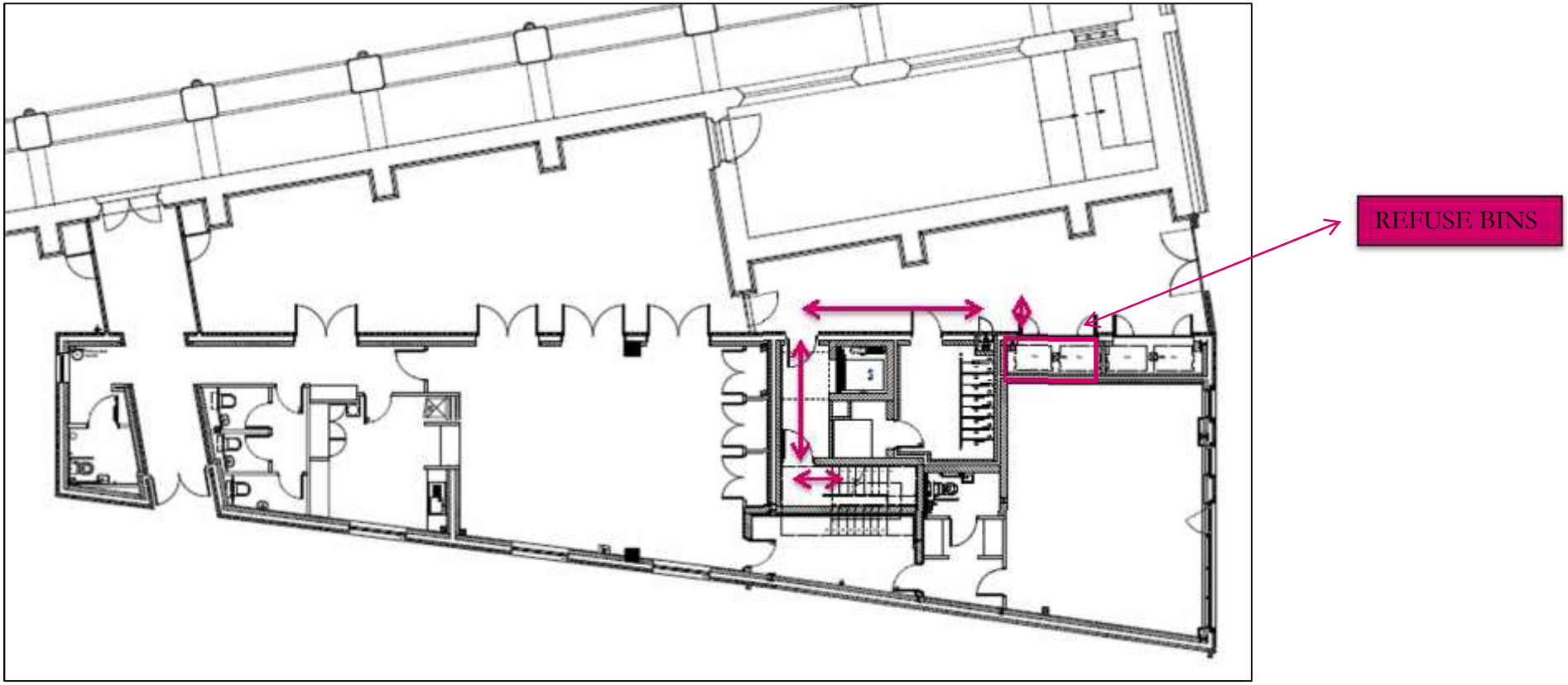
Verger and Mission Hall

REFUSE BINS



The refuse bins for the Verger and the Mission Hall are located on the ground floor of the verger building .In order to access the refuse bins storage, you will need to come down the staircase located next to the riser cupboard, turn right into the second corridor on your right, down a small staircase and it is the first entrance right ahead of you.

Aumbrey



The refuse bins in the Aumbrey Tower are located on the ground floor of the building. In order to access the refuse bins storage, you will need to come down the staircase, out of the corridor and walk past the second corridor on your right and the refuse bins storage will be located in the third corridor on your right.

DISPOSAL OF REFUSE/RUBBISH

There are number of communal refuse storage areas allocated to apartments. There are both refuse and recycling bins available.

Residents are personally responsible for transferring their refuse from their apartment to the refuse store.

If you find that a collection has been missed, please contact the Managing Agent.

The refuse store includes communal bins for household rubbish and recycling.

We request that you take the time to separate your rubbish accordingly and actively participate in recycling. Please check out the following website for further information: www.wrap.org.uk

> Note
>
> Disposal of refuse
>
> Residents are personally responsible for transferring their refuse from their apartment to the bin store and ALL rubbish must be placed in the bins provided.
>
> There is no provision for storage of bulky packing materials i.e. equipment packaging, therefore residents must make their own disposal arrangements.

Refuse collection day: currently collection is made on Friday

CHAPTER 6

ESTATE MANAGEMENT

6.1 OWNERSHIP & MANAGEMENT

ESTATE OWNERSHIP

The landlord is "Thornsett Living Limited 34 Margery St London WC1X 0JJ" and they hold the leasehold reversionary interest. The freeholder being the London Diocesan Fund and the Incumbent of the benefice of St Mary of Eton with St Augustine in the Diocese of London and his successors both of 36 Causton Street, London SW1P 4AU.

APARTMENT OWNERSHIP

The tenants (owners of individual homes) each hold a lease for a term of 149 years less three days from 14th November 2012 subject to payment of the ground rent and service charges.

For clarification of the terms that apply to your individual property, you should refer to your individual lease, your solicitor and the managing agent.

ESTATE MANAGEMENT

The Developer has appointed a Managing Agent with responsibility for management of the estate and related issues.

> Note
>
> Lease
>
> For clarification of the terms that apply to your apartment you should refer to your individual lease, your solicitor and the managing agent.

6.2 MANAGING AGENT

APPOINTMENT

Thornsett Living Limited has entered into an initial one-year management contract with Symon Smith & Partners to act as the managing agent for the estate.

The managing agent has created a Management Scheme – including preliminary financial estimates – for the day-to-day running of the building.

ROLE & RESPONSIBILITIES

To carry out the management function, the Landlord has appointed an independent firm of Managing Agents, whose responsibilities will be specified in a management contract and will be in accordance with the terms of the lease.

The Managing Agents may make such estate regulations as are considered appropriate for the well-being of the residents and the management of the estate, in accordance with the Articles of Association and the term of the lease.

AUDITORS

The Managing Agent must appoint an independent firm of accountants to act as auditors who will work with the managing agent to provide the audited accounts required.

ACCOUNTABILITY & POWER

The managing agent's books of account for the management company, together with all invoices relating to the building must be open to inspection by tenants, if required, and in accordance with statutory requirements.

CONTACT

Symon Smith & Partners
277/281 Oxford Street
London
W1C 2DL
☏ 020 7495 7020
www.symonsmith.co.uk
✉ Alan@symonsmith.com
✉ Info@Symonsmith.com

6.3 SERVICE CHARGES

ANNUAL BUDGET ESTIMATES & INVOICES

The managing agent will be responsible for the production of financial budgets for the running costs of the building in accordance with the lease.

Estimated Service charge payments are due quarterly in advance on the usual quarter dates in each year and demands based upon the annual budget will be issued in advance by the managing agents. A balancing charger (if any) is payable within 14 days of delivery by the Landlord to the Tenant of the annual accounts, the accounts being prepared to 31st December in each year or such other date in each year as the Landlord may stipulate.

The proportion applied will be as specified in the lease for each property and in accordance with the managing agent's scheme for the building.

ANNUAL RECONCILIATION

The service charge instalments are based upon an estimated budget plan. Consequently, each year on completion of the Managing Agent's audited accounts, each property owner will receive a reconciliation statement showing any credit or debit balance on their service charge account. Any debit balance will be immediately payable and any credit balance will be offset against future instalments.

The managing agent is required to prepare an annual account of the maintenance expenses (distinguishing between actual expenditure and a reserve for future expenditure) for the 12 month period ending 31st December.

The accounts are to be audited by an independent accountant as soon as is practicable and the managing agent will circulate a copy of the accounts, together with the accountant's certificate, to each tenant.

Note

Payment of service charge

The amount invoiced must be paid in full within 14 days of written demand. If not paid within 14 days of the due date, action may be taken in accordance with the lease and interest charged.

Payment of the service charge may be made via standing order, see below for the relevant bank account details.

Bank: Royal Bank of Scotland Western Branch

Account Name: Symon Smith & Partners Client Account

Account Number: 00612689

Sort Code: 16-01-29

6.4 INSURANCE

BUILDING INSURANCE

Arranging and maintaining adequate building insurance cover for the building is the responsibility of the managing agent.

The managing agent, on behalf of the management company, will collect the insurance premium from lessees and account to the residents for these sums.

CONTENTS & PERSONAL EFFECTS INSURANCE

Insurance arrangements to cover personal effects (e.g. clothing, furnishing, carpets, TV equipment, appliances etc.) are the responsibility of the residents and not the landlord, management company or management agent.

The landlord's insurance covers various items within a property (e.g. kitchen fixtures & fittings but not the domestic appliances).

> Note
>
> Insurance policy and certificate of cover
>
> Full insurance policy details and a copy of the latest Certificate of Cover can be obtained, on request, from the managing agent's office.
>
> Apartment front door lock
>
> The Lease provides that the Tenant should provide the Landlord with a set of keys to the apartment front door to enable the Landlord to enter the flat for security purposes or in an emergency and furthermore if an insurance company requests details about the type and standard of lock fitted, and whether it conforms to standards, you can confirm that the lock to the apartment entrance.

6.5 GROUND RENT

PAYMENT & RENT REVIEW ARRANGEMENTS

The rent sum, as specified in each lease and due to the Landlord, is payable in advance on 1st January in each calendar year. This sum will be demanded and collected yearly in advance by Symon Smith & Partners on behalf of the Landlord.

RENT SUMS

The Rent shall be fixed for each twenty five year period of the Term commencing on 14th November 2012 ("the Base Date") -:

(a) For the first 25 years of the Term of £250.00 per annum (1 bed apartments) £350.00 per annum (2 bed apartments) and £375.00 per annum (3 and 4 bed apartments) the ground rent being increased on 1st January 2037.
(b) Every 25 years thereafter to be increased every 25 years in accordance with the formula set out in the lease.

Please refer to your individual Lease for amount applicable to your apartment.

6.6 SALE OR SUBLETTING

To conform to the lease, when the ownership of a property is to be transferred, or a property is to be sublet, the landlord and management company must be formally advised of the transaction via the managing agent, and preferably before legal agreements are entered into.

When selling a property, your solicitor will need up-to-date information about the insurance of the building, service charges etc.

You may be able to supply the solicitor with some of this information yourself but if not, the solicitor should apply in writing to the managing agent who will charge a fee for this service.

> Note
>
> Formal notification to the landlord and the management company
>
> This provision applies to all subsequent transactions following the initial purchase of a property whether a sale or letting.

6.7 RESIDENTS' OBLIGATIONS

The lease contains various obligations, which apply to tenants and all residents, in respect of the use and care of homes and communal areas, which are intended to:

- Enable residents to co-exist with their neighbours as comfortably, safely and harmoniously as practicable.
- Maintain the integrity and general upkeep of the homes, the building and amenity areas.

These obligations are enforceable by the landlord and the management company.

Furthermore, the management company may at any time impose and vary reasonable regulations in the interest of good building management (see Chapter 6.2).

EXTRACTS FROM THE LEASE TENANT'S COVENANTS

3. Tenant's covenants

The Tenant covenants with the Landlord throughout the Term to comply with the requirements of this Clause 3.

3.1 Rent and other amounts

3.1.1 The Tenant shall pay the Rent (including any VAT) to the Landlord at the times and in the manner specified in this Lease and shall pay the Rent by banker's order or credit transfer to any bank account in the United Kingdom designated by the Landlord if the Landlord gives the Tenant Notice to that effect.

3.1.2 The Tenant shall pay the Service Charge, the Insurance Rent and all other amounts (including VAT) other than the Rent payable by the Tenant under this Lease to the Landlord at the times and in the manner specified in this Lease.

3.1.3 The Tenant shall not exercise or seek to exercise any right or claim to legal or equitable set off, or to withhold payment of any of the Rent, Service Charge, Insurance Rent or any other moneys (including VAT) payable by the Tenant under this Lease.

3.2 Interest

The Tenant shall pay Interest on:

3.2.2 any Rent (whether or not formally demanded) and VAT on the Rent if applicable which remains unpaid after the date when payment is due; and

3.2.3 any other amount payable to the Landlord by the Tenant under this Lease which is not paid within five Working Days after the date when payment is due.

3.3 VAT

3.3.2 The consideration for any supply made by the Landlord under this Lease is exclusive of VAT.

3.3.3 The Tenant shall pay to the Landlord an amount equal to any applicable VAT in addition to any such consideration at the same time and in the same manner as that consideration.

3.3.4 In every case where the Tenant is required to reimburse the Landlord for any payment made by the Landlord under the terms of or in connection with this Lease, the amount to be reimbursed shall include an amount equal to the amount of any VAT payable by the Landlord on that payment, except to the extent that the Landlord can recover that VAT as input tax.

3.4 Rates and outgoings

3.4.2 The Tenant shall pay all council tax, rates, taxes, duties, assessments, impositions, charges and other outgoings of any type payable in respect of the Flat or by the owner or occupier of them (except any tax assessed on the Landlord in respect of its ownership, rental income from or dealing with its interest in the Flat).

3.4.3 The Tenant shall pay all charges for supplies of Utilities to the Flat during the Term, including any connection charges, standing charges and meter rents.

3.5 Repair

3.5.2 The Tenant shall keep the Flat in good and substantial repair and condition (but the Tenant shall not be liable to repair or make good damage to the Flat by the Insured Risks, except to the extent that the insurance has been invalidated or payment of insurance proceeds is refused because of any act, neglect or default of the Tenant any undertenant or their respective workers contractors or agents or any person with the express or implied authority of any of them).

3.5.3 The Tenant shall renew and replace from time to time all Landlord's fixtures and fittings at the Flat which may become beyond repair at any time during the Term.

3.6 Decoration

As often as reasonably necessary and at least every five years to decorate or treat as appropriate all parts of the Flat that are usually decorated or treated in a good and proper manner and to a high standard, using good quality, suitable materials that are appropriate to the Flat and in the last year of the Term to use materials, designs and colours approved by the Landlord.

3.7 Cleaning

The Tenant shall keep the Flat in a clean and tidy condition and free of vermin and pests and at least once in every month shall clean the insides of all windows and window frames and all other glass in the Flat.

3.8 Alterations

3.8.2 The Tenant shall not alter or interfere with any part of the Buildings or the Development which is not included in the Flat.

3.8.3 The Tenant shall make no alteration or addition to the Flat except as permitted by Clause 3.8.3 or Clause 3.11.

3.8.4 The Tenant may make the following alterations:

3.8.4.1 an alteration to the interior of the Flat which does not alter or in any way affect the whole or any part of the structure of the Buildings;

3.8.4.2 the installation of or an alteration to a Conduit forming part of the Flat; and

3.8.4.3 such alterations as the Tenant may be obliged to carry out pursuant to any Enactment

with the Landlord's Consent (which shall not be unreasonably withheld or delayed and shall be contained in a formal licence).

3.8.5 Before consenting to any alteration under Clause 3.8.3 the Landlord may require:

3.8.5.1 the submission to the Landlord of drawings and specifications (in triplicate) showing the proposed alteration; and

3.8.5.2 the execution of the formal licence referred to in Clause 3.8.3, in such form as the Landlord reasonably requires.

3.9 Overloading of floors and services

3.9.2 The Tenant shall not overload the floors of the Flat or suspend any excessive weight from the roofs, ceilings, walls or structure of the Buildings and shall not overload the Conduits or Utilities in or serving the Flat or the Buildings.

3.9.3 The Tenant shall not do anything which may subject the Flat or the Buildings to any strain beyond that which they are designed to bear (with due margin for safety).

3.10 Aerials, signs, advertisements etc.

3.10.2 The Tenant shall not install or display on the exterior of the Flat, or in the windows of the Flat, any:

3.10.2.1 canopy;

3.10.2.2 flag;

3.10.2.3 flower pot or hanging basket;

3.10.2.4 clothing or washing;

3.10.2.5 aerial or satellite dish;

3.10.2.6 sign including any "to let" or "for sale" signs; or

3.10.2.7 advertisement.

3.10.3 The Tenant shall display and maintain all notices which the Landlord may from time to time reasonably require to be displayed at the Flat.

3.11 Default notices

3.11.2 If the Landlord gives to the Tenant Notice of any defects, wants of repair or breaches of the Tenant's Covenants, the Tenant shall within one month of such Notice, or as soon as reasonably possible in an emergency, begin and then diligently continue to comply with such Notice to the reasonable satisfaction of the Landlord.

3.11.3 If the Tenant fails to comply with the provisions of Clause **3.11.1,** or fails to complete compliance with the relevant Notice (to the reasonable satisfaction of the Landlord) within two months (or sooner in an emergency), the Landlord may enter the Flat and carry out all or any of the works referred to in the Notice and the Tenant shall pay to the Landlord on demand as a debt all costs and expenses (including professional fees) thereby incurred.

3.12 Use

3.12.2 The Tenant shall not use the Flat except for the Permitted Use.

3.12.3 The Tenant shall provide the Landlord with a set of keys to the Flat to enable the Landlord to enter the Flat for security purposes or in an emergency.

3.13 Nuisance and prohibited uses

3.13.2 The Tenant shall not do anything in or about the Flat or the Buildings which is or might be or become a nuisance or which causes or might cause danger, damage, annoyance, inconvenience or disturbance to the Landlord or to the owners, tenants or occupiers of the Adjoining Property, or which might be injurious to the value, tone, amenity or character of the Flat or the Buildings.

3.13.3 If any nuisance occurs at the Flat, the Tenant shall forthwith take all necessary action to abate it.

3.13.4 The Tenant shall not play or use any musical instrument, loud speaker, sound amplification equipment or similar apparatus in such a manner as to be audible outside the Flat.

3.13.5 The Tenant shall not overload any Conduits or discharge into any Conduits any noxious or deleterious effluent, fluid or substance or any substance which might cause an obstruction, or might be or become a source of danger, or which might cause damage or injury to any person or be deleterious to health, or which might harm the Flat or any Adjoining Property or any Conduits.

3.13.6 The Tenant shall take due precautions to avoid water freezing in Conduits within the Flat

3.13.7 The Tenant shall not deposit on the Common Parts or on any other part of the Buildings any waste, rubbish or refuse other than in proper receptacles provided for the purpose.

3.13.8 The Tenant shall not do in relation to the use of the Flat anything by reason of which the Landlord may incur any liability for costs, any penalty, damages, compensation or otherwise.

3.13.9 The Tenant shall not use the Flat for any:

3.13.9.1 public or political meeting;

3.13.9.2 illegal or immoral purpose;

3.13.9.3 gambling, betting or gaming; or

3.13.9.4 purpose which attracts casual callers

3.13.10 The Tenant shall not keep any pets in the Flat.

3.13.11 The Tenant shall not bring or keep any inflammable, explosive, dangerous or offensive substances or goods into the Flat or the Development.

3.13.12 The Tenant shall not play or loiter on the Common Parts or make any avoidable noise on the Common Parts.

3.13.13 The Tenant shall not leave any bicycle, pushchair or any other item on the Common Parts or obstruct them in any way.

3.13.14 The Tenant shall comply with the terms relating to parking of cars set out in Clause 7.11.

3.14 Alienation

3.14.2 The Tenant shall not assign, underlet, part with, share possession or occupation or charge part (as distinct from the whole) of the Flat

3.14.3 The Tenant shall not assign the whole of the Flat unless first:

3.14.3.1 the Tenant shall have paid to the Landlord all Rent, Service Charge, Insurance Rent and other sums payable under this Lease which have fallen due before the date of the assignment; and

3.14.3.2 the Assignee has covenanted by deed with the Landlord and the Superior Landlord in such form as the Landlord and the Superior Landlord reasonably require that during the Term the Assignee and its successors in title will comply with the Tenant's Covenants; and

3.14.3.3 if the Assignee is not resident in England or Wales or is a limited company not registered within England or Wales the Tenant has provided the Landlord with an address for service in England or Wales; and

3.14.3.4 the Tenant has transferred its one ordinary share in the Management Company to the Assignee.

3.14.4 The Tenant shall not underlet the whole of the Flat unless:

3.14.4.1 the underlease is on an assured shorthold tenancy agreement or any other tenancy agreement whereby the Tenant does not obtain security of tenure on expiry or earlier termination of the term;

3.14.4.2 the underlease contains covenants substantially the same as those contained in Clause 3.7, 3.8, 3.9, 3.10, 3.12, 3.13, 3.17, 3.25, 3.26, 5.3 and 7.11 of this Lease; and

3.14.4.3 the underlease provides that the undertenant must not do anything that would or might cause the Tenant to be in breach of the Tenant's Covenants.

3.14.5 The Tenant shall not be permitted to charge or mortgage the Flat as a whole save to a bank building society or other reputable financial institution.

3.15 Dispositions

3.15.2 in this clause a Transaction is:-

3.15.2.1 any dealing with this Lease or the devolution or transmission of, or parting with possession of any interest in it; or

3.15.2.2 the creation of any underlease or other interest out of this Lease, or out of any interest, or underlease derived from it, and any dealing, devolution or transmission of, or parting with possession of any such interest or underlease; or

3.15.2.3 the making of any other arrangement for the occupation of the Premises.

3.15.3 In respect of every Transaction that is register able at HM Land Registry, the Tenant shall promptly following completion of the Transaction apply to register it (or procure that the relevant person so applies). The Tenant shall procure that any requisitions raised by HM Land Registry in connection with an application to register a Transaction are dealt with promptly and properly. Within one month of completion of the registration, the Tenant shall send the Landlord official copies of its title (and where applicable of the undertenant's title).

3.15.4 No later than one month after a Transaction the Tenant shall:

3.15.4.1 give the Landlord's solicitor notice of the Transaction; and

3.15.4.2 deliver two certified copies of any document effecting the Transaction to the Landlord's solicitors; and pay the Landlord's solicitors a reasonable registration fee of not less than £50.00 (plus VAT).

3.16 Disclosing information

The Tenant shall:

3.16.2 notify the Landlord forthwith of any change of name or address of the Tenant;

3.16.3 on demand give the Landlord full details of any derivative interest in the Flat.

3.17 Compliance with Enactments etc.

3.17.2 Enactments

3.17.2.1 The Tenant shall;

3.17.2.1.1 comply with all Enactments applicable to the Fiat;

3.17.2.1.2 carry out (always complying with the provisions of Clause 3.8) such works to the Flat as are required by, or as may be necessary to prevent any potential liability or claim under, any Enactment; and

3.17.2.1.3 promptly give Notice to the Landlord of any damage to or defect in the Flat which might give rise to any obligation, duty of care or liability on the Landlord pursuant to any Enactment or otherwise.

3.17.2.2 If the Tenant receives pursuant to any Enactment any notice, order or direction, or a proposal for one, or any communication it shall forthwith produce a copy to the Landlord and the Tenant shall make such objection or representation against it as the Landlord reasonably requires.

3.17.2.3 Where any such notice, order or direction requires works to be carried out, the Tenant shall, so far as the same and any relevant Enactment permits, also comply with the provisions of this Lease in relation to such works.

3.17.3 Fire precautions and equipment

3.17.3.1 The Tenant shall comply with the requirements and recommendations of the fire authority, the insurers of the Buildings and the Landlord in relation to fire precautions affecting the Flat.

3.17.3.2 The Tenant shall not obstruct the access to or means of working of any firefighting and extinguishing appliances or the means of escape from the Flat or the Buildings in case of fire or other emergency and shall not use the fire escape doors or corridors except in emergency.

3.17.4 Environmental Law

3.17.4.1 The Tenant shall not cause or permit any Contamination of the Flat or the Buildings or any Adjoining Property.

3.17.4.2 The Tenant shall inform the Landlord as soon as practicable after the Tenant becomes aware of any breach or material non-compliance with Environmental Law in relation to the Flat or the Permitted Use.

3.18 Planning

The Tenant shall make no application under the Planning Enactments in relation to the Flat or the Buildings without the Landlord's Consent and then only in a form previously approved by the Landlord (which consent and approval shall not be unreasonably withheld or delayed in relation to the Flat where works permitted by the Landlord under Clause 3.8 require planning permission).

3.19 Yielding up

At the End of the Term the Tenant shall yield up the Flat to the Landlord:

3.19.2 with vacant possession;

3.19.3 with all keys to the Flat; and

3.19.4 in a state of repair and condition and in all other respects in compliance with the Tenant's Covenants.

3.20 Encroachments, easements and third party rights

3.21 The Tenant shall not stop up or obstruct any window or light belonging to the Flat and shall not permit any new window, light, opening, doorway, passage, Conduit or other encroachment or easement to be made or acquired into, on or over the Flat and if any person attempts to make or acquire any encroachment or easement the Tenant shall immediately on becoming aware of it give Notice to the Landlord and at the request of the Landlord but at the cost of the Tenant shall adopt such means as the Landlord may reasonably require for preventing any such encroachment or the acquisition of any such easement.

3.22 Without prejudice to the provisions of Clause 3.14, the Tenant shall not grant any right in favour of any third party which may continue after the End of the Term (including any right in favour of a communications supplier).

3.23 Reletting and sale notices

The Tenant shall permit the Landlord at all reasonable times to enter the Flat and affix and retain without interference on suitable parts of the Flat (but not so as materially to affect the access of light and air to the Flat) during the last six months of the Term notices for reletting the Flat and at any time during the Term notices for selling the Landlord's interest in the Flat or the Buildings and shall not remove or obscure such notices and shall permit all persons with the written authority of the Landlord to view the Flat at reasonable hours in the daytime on prior appointment

3.24 Landlord's costs

The Tenant shall pay on demand all costs, fees, charges, disbursements and expenses incurred by the Landlord including those payable to solicitors, counsel, architects, surveyors, bailiffs in relation to or in contemplation of:

3.24.2 the preparation and service of a notice under section 146 of the Law of Property Act 1925 and any proceedings under sections 146 or 147 of that Act even if forfeiture is avoided otherwise than by relief granted by the court;

3.24.3 the preparation and service of notices and schedules relating to wants of repair whether served during or after the End of the Term;

3.24.4 the recovery or attempted recovery of arrears of Rent or other additional rents, or other amounts due from the Tenant or in remedying any breach of the Tenant's Covenants;

3.24.5 any application for consent or approval made necessary by this Lease whether or not consent or approval is granted or the application is withdrawn;

3.24.6 the supervision of any works which the Tenant is obliged to carry out pursuant to any of the provisions of this Lease; and

3.24.7 any risk assessment carried out to comply with any statutory or other obligation of the Landlord.

3.25 Indemnity

The Tenant shall fully compensate the Landlord for all loss arising directly or indirectly out of the state of repair or use or condition of the Flat or any breach of the Tenant's Covenants or any act, default or negligence of the Tenant

3.26 Regulations

The Tenant shall comply with such regulations in connection with the use and operation of the Flat or the Buildings or the Development as are made by the Landlord from time to time and communicated to the Tenant in writing.

3.27 Superior Lease

3.27.2 The Tenant shall not do omit or allow anything which might cause the Landlord to be in breach of the Superior Lease or which if done omitted or allowed by the Landlord might be in breach of the covenants on the part of the Landlord (as tenant) or the conditions contained in the Superior Lease.

3.27.3 The Tenant shall permit any Superior Landlord and all persons authorised by any Superior Landlord to enter the Flat for the purposes specified and upon the terms contained in the Superior Lease as if those terms dealing with access to the Flat were incorporated in this Lease.

3.27.4 Where the Tenant makes an application under the Lease for consent and the consent of the Superior Landlord is also required under the Superior Lease the Tenant shall pay on an indemnity basis:

3.27.4.1 all costs and other expenses properly incurred by the Landlord in relation to that application including seeking the Superior Landlord's consent in accordance with Clause 4.4 whether that application is granted refused offered subject to any qualification or withdrawn;

3.27.4.2 professional advice obtained by the Landlord in relation to that application; and

3.27.4.3 the costs and other expenses of the Superior Landlord in relation to the application.

3.28 Other obligations

The Tenant shall comply with the agreements, covenants, restrictions and stipulations referred to in the deeds and documents listed in Schedule 4 so far as they are still subsisting and capable of taking effect and relate to the Flat.